

CITY OF TEMPE



ORBIT NEIGHBORHOOD CIRCULATOR PROGRAM



Implementation and Evaluation Report

Prepared for

Tempe City Council

June 2008

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1.0 EXECUTIVE SUMMARY

Following an extensive public participation process, the Tempe City Council in June 2007 formally approved four new Orbit Neighborhood Circulator bus routes (Mercury, Venus, Earth, and Mars) and conditionally approved the College Avenue segment of a fifth route (Jupiter). The Mercury and Venus routes began operating in July 2007 with the Earth route commencing in September 2007, Mars in November 2007, and Jupiter in January 2008.

The Council approved implementation of the Alternative 1 Jupiter route (refer to page 11) on a conditional basis for a six-month trial period. The trial period was to include performance evaluation and professional public opinion research in order to gather the information needed for the Council to either permanently authorize Alternative 1 or select from among the other alternatives presented to the Council in June 2007. This report contains service performance and public opinion information on all five Orbit routes, but focuses primarily on the Jupiter route.

1.1 Major Conclusions

Strong Jupiter Ridership - At 157,284 total boardings (Jan-Apr) and 1,470 average boardings per day, Jupiter ridership is now second only to Mercury which has a seven-year ridership base. It should also be noted that the WestGroup Research telephone survey reported that 44 percent of Jupiter riders had not used transit in Tempe prior to their use of the Orbit route.

Strong Increase in Jupiter Support - All indicators of public opinion show a strong increase in support for the Orbit Jupiter route after the service was started.

- Public comments: Increased in support from **65 percent to 98 percent**
- Telephone Survey: Increased in support from **72 percent to 86 percent**
- Web-Survey: Increased in support from **77 percent to 91 percent**

Jupiter External Impacts - City staff investigated potential external impacts associated with the Orbit Jupiter including traffic volume, traffic speed, accidents, neighborhood parking, and community engagement by residents.

- Traffic Volume & Speed – Findings emanating from the traffic volume and speed analysis are inconclusive; however, ridership and public opinion survey data enable staff to estimate that the Orbit service overall removed 1.3 million automobile miles from Tempe streets between July 2007 and April 2008. Between January and April 2008, the Jupiter route removed an estimated 346,654 automobile miles.
- Accidents – The WestGroup telephone survey concluded that concerns among Jupiter area residents regarding the safety of the service appear to have dissipated. There were two Orbit Jupiter accidents between January 15 and April 30, 2008. Neither occurred on College Avenue nor did they involve bicyclists or pedestrians. Both were the responsibility of the other vehicle involved.
- Neighborhood Parking – The absence of neighborhood complaints along with field observations indicate that ASU students are not presently parking on neighborhood streets adjacent to College Avenue in order to use the Orbit Jupiter.

- **Community Engagement** - Though not expressly investigated, the record of comments suggests that the Orbit service may be instrumental in enhancing community engagement among residents, both within and across neighborhoods.

1.2 Jupiter Recommendation

On May 13, 2008, the Transportation Commission voted unanimously to approve the staff recommendation that the present Orbit Jupiter route (Alternative 1 on page 12) be permanently authorized based on the demonstrated increase in public support and strong ridership performance.

1.3 Planned Orbit Improvements

Based on the findings of this report, the following improvements are planned. Sufficient funds are available to implement these improvements during fiscal year 2008/2009.

- **Mars** – In December 2008, the Mars will extend to connect with the Price and Apache light rail station and Mercury route. Staff will evaluate performance to determine whether additional modifications are needed. Annual operating cost estimated to be \$300,000.
- **Earth** – In November 2008, the Earth route will extend to directly connect Tempe Marketplace to downtown Tempe. Staff will evaluate performance to determine whether additional modifications are needed. Annual operating cost estimated to be \$500,000.
- **Mercury** – Staff are developing budget-neutral strategies for accommodating the extraordinary high demand associated with Arizona State University students.

1.4 Potential Future Improvements

The following potential improvements are recognized as important to ensure continued ridership growth, system effectiveness, and appropriate geographic distribution. However, the costs of these improvements are not presently included in the FY 2008/2009 operating budget or long range financial plan, and funds are not presently available for allocation. Projecting when these improvements may be made is difficult because of the upcoming transit services procurement and the uncertainty regarding future contract rates. Once the new rate is established staff will be in a position to determine when and to what extent these improvements may be made. In addition, staff is pursuing sources of offsetting revenue at the regional level and through grant opportunities as well as extracting all possible efficiencies from the present system.

- **Extension of Hours** – Public opinion research indicates a desire for extended hours of operation. Table 1-1 present options and operating costs for extending Orbit operating hours to various times of night during all or selected days of the week.

Table 1-1: Orbit Hours Extension Options

Option	Description	Cost
1	To Midnight (Sun – Mon)	\$1.25 million
2	To Midnight (Sun - Thu) and To 2am (Fri – Sat)	\$1.43 million
3	To 3am (Sun – Mon)	\$3.12 million

- **Tempe Center for the Arts** – As an important cultural amenity to Tempe, this facility should be served by transit or neighborhood circulator services. Incorporating the Tempe Center for the Arts into the Orbit system requires an expansion of one or more routes and carries additional costs. Table 1-2 presents three alternatives.

Table 1-2: Tempe Center for the Arts

Option	Description	Cost
1	Full Mercury Extension (All trips) <i>Requires two additional buses</i> <i>Improves service to 5th St. & Hardy Dr. neighborhood</i>	\$500,000 (Operating) \$150,000 (Capital)
2	Limited Mercury Extension (Events only) <i>Requires two additional buses</i>	\$100,000 (Operating) \$150,000 (Capital)
3	Limited Venus Extension (Events only) <i>Requires one additional bus</i> <i>Complicates route and public understanding</i>	\$50,000 (Operating) \$75,000 (Capital)

- **South Tempe** – A planning process for neighborhoods south of US 60 began with exploratory meetings in 2006 moving to neighborhood planning workshops in 2007. The process was placed on hold pending the outcome of the transit services contract procurement and the determination of new contract rates. To provide Orbit service to a scope and degree consistent with central and north Tempe, the annual operating cost is estimated to be \$4-5 million with capital costs of approximately \$1.5-2 million.

2.0 APPROVED ORBIT PROGRAM

The constructive dialogue emanating from the public planning phase achieved near consensus in some areas while revealing more divergent opinions in others. The Orbit route recommendations presented to and approved by the City Council in June 2007 reflected the best efforts by staff and residents to forge a service that would benefit and satisfy the most people while mitigating potential concerns.

In June 2007, the City Council unanimously approved staff's route recommendations for four of the five routes (Mercury, Venus, Earth, Mars) and approved a six-month trial period for the College Avenue segment of the Jupiter route. Maps of all routes as presently operated are provided on pages 7-10 & 12. The hours of operation on all routes were approved as 6am to 10pm for all days of the week. Service frequency on all routes was approved at every 15 minutes.

Table 2-1: Approved Orbit Routes

Route	Area Served	Approval	Start Date	Map Pg. #
Mercury	East of Downtown	Approved	Jul 23, 2007	Page 7
Venus	West of Downtown	Approved	Jul 23, 2007	Page 8
Earth	North Tempe	Approved	Sept 17, 2007	Page 9
Mars	Country Club/ Evergreen	Approved	Nov 26, 2007	Page 10
Jupiter	College / Dorsey	Six Month Trial	Jan 15, 2008	Page 12

Figure 2-1: Orbit Mercury

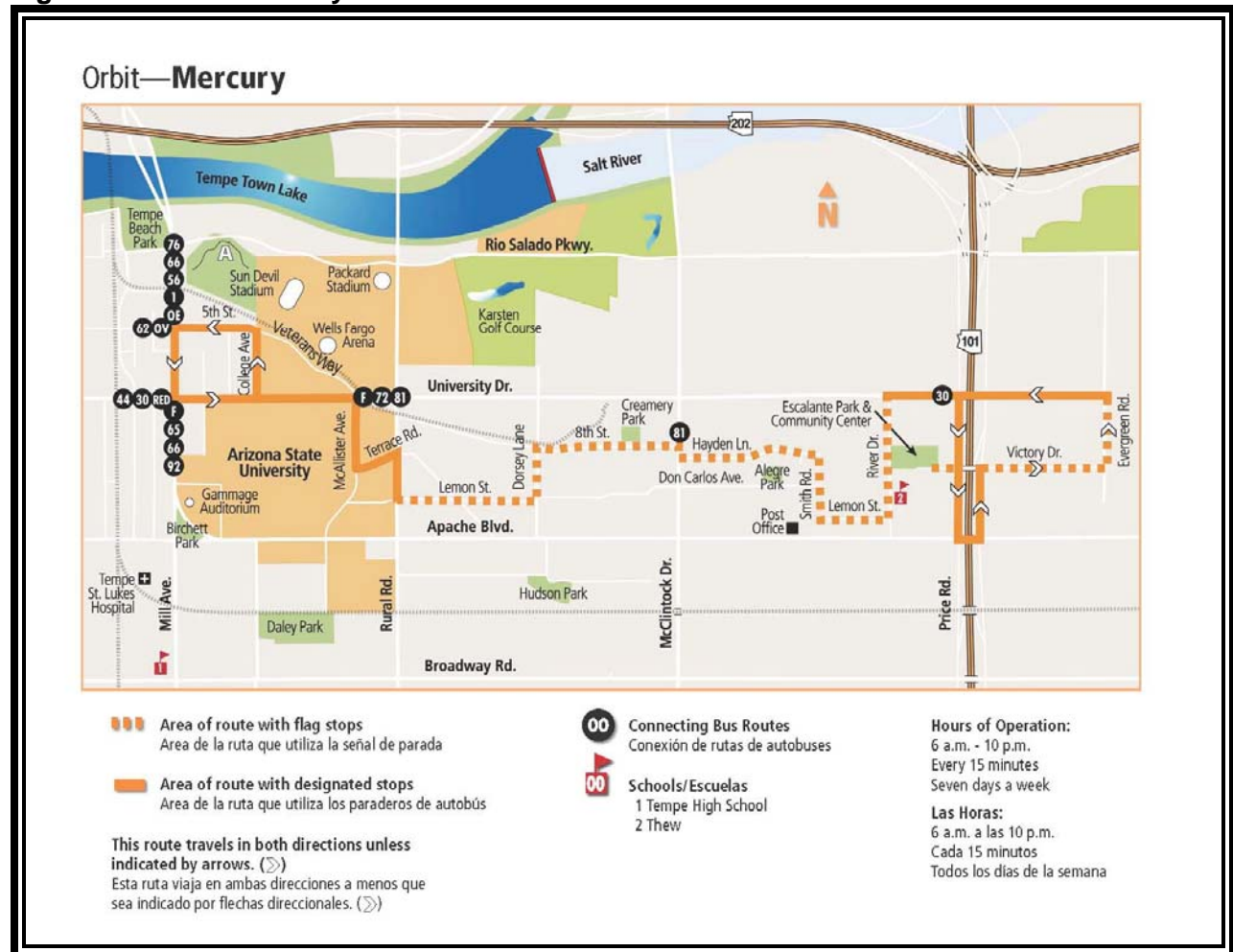


Figure 2-2: Orbit Venus

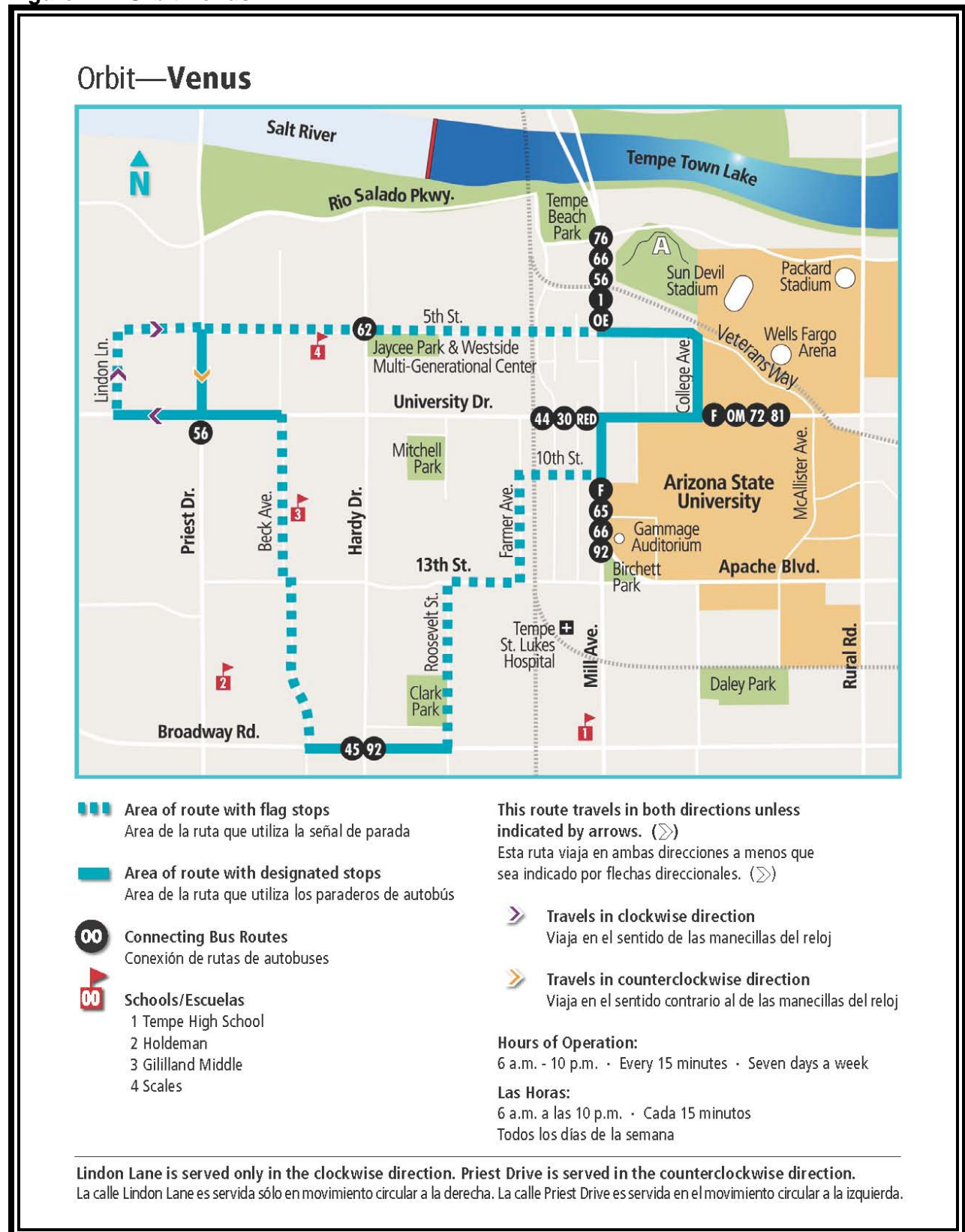


Figure 2-3: Orbit Earth

Orbit—Earth



Hours of Operation:
6 a.m. - 10 p.m. • Every 15 minutes
Seven days a week

Las Horas:
6 a.m. a las 10 p.m. • Cada 15 minutos
Todos los días de la semana

- Area of route with flag stops**
Area de la ruta que utiliza la señal de parada
- Area of route with designated stops**
Area de la ruta que utiliza los paraderos de autobús
- Connecting Bus Routes**
Conexión de rutas de autobuses
- Schools/Escuelas**
1 Laird

- This route travels in both directions unless indicated by arrows. (↔)**
Esta ruta viaja en ambas direcciones a menos que sea indicado por flechas direccionales. (↔)
- Travels in clockwise direction**
Viaja en el sentido de las manecillas del reloj
 - Travels in counterclockwise direction**
Viaja en el sentido contrario al de las manecillas del reloj

Figure 2-4: Orbit Mars



2.1 ORBIT Jupiter (College Avenue / Dorsey Lane)

Strong support for the route was present during the 2005-2007 public planning process, although public opinion at the time was more divided along the College Avenue corridor.

In June 2007, staff provided the City Council with five (5) route alternatives for Jupiter. Table 2-2 contains basic information on the previously presented route alternatives along with page numbers for each associated map. All alternatives were predicated on the same assumptions for operating hours (6am through 10pm) and service frequency (15 minutes).

Alternative 1 was approved for a six-month trial period after which staff were to present findings of performance and resident evaluation of the service.

Table 2-2: Orbit Jupiter 2007 Alternatives

Alt.	% on College Ave	Description	College Restoration Assumptions	Map Page #
A-1	100%	On College: Apache to US 60	N/A	Page 12
A-2	75%	On College: Apache to Alameda	Restore College from Alameda to Southern following streetscape improvements.	Page 13
A-3	25%	On College: Apache to Broadway	Integrate* College from Broadway to US 60 following streetscape improvements on College.	Page 14
A-4	0%	No service on College	Restore College from Apache to US 60 following streetscape improvements.	Page 15
A-5	0%	No Jupiter Route	N/A – Entire route indefinitely deferred.	N/A

* A-3 indicates potential *integration* of College Avenue since the interim route shown would likely have developed a ridership base and support making simple restoration of the College Avenue segment problematic.

Alternative 5 is a “no-build” option meaning that consensus around this alternative would indefinitely defer all Orbit neighborhood circulator service in the entire College/Dorsey area.

Figure 2-5: Orbit Jupiter (Alternative 1) – Presently in Operation

Note: College Avenue segment between La Jolla and US 60 – formerly a part of the conditionally approved route - eliminated due to operational and safety considerations.

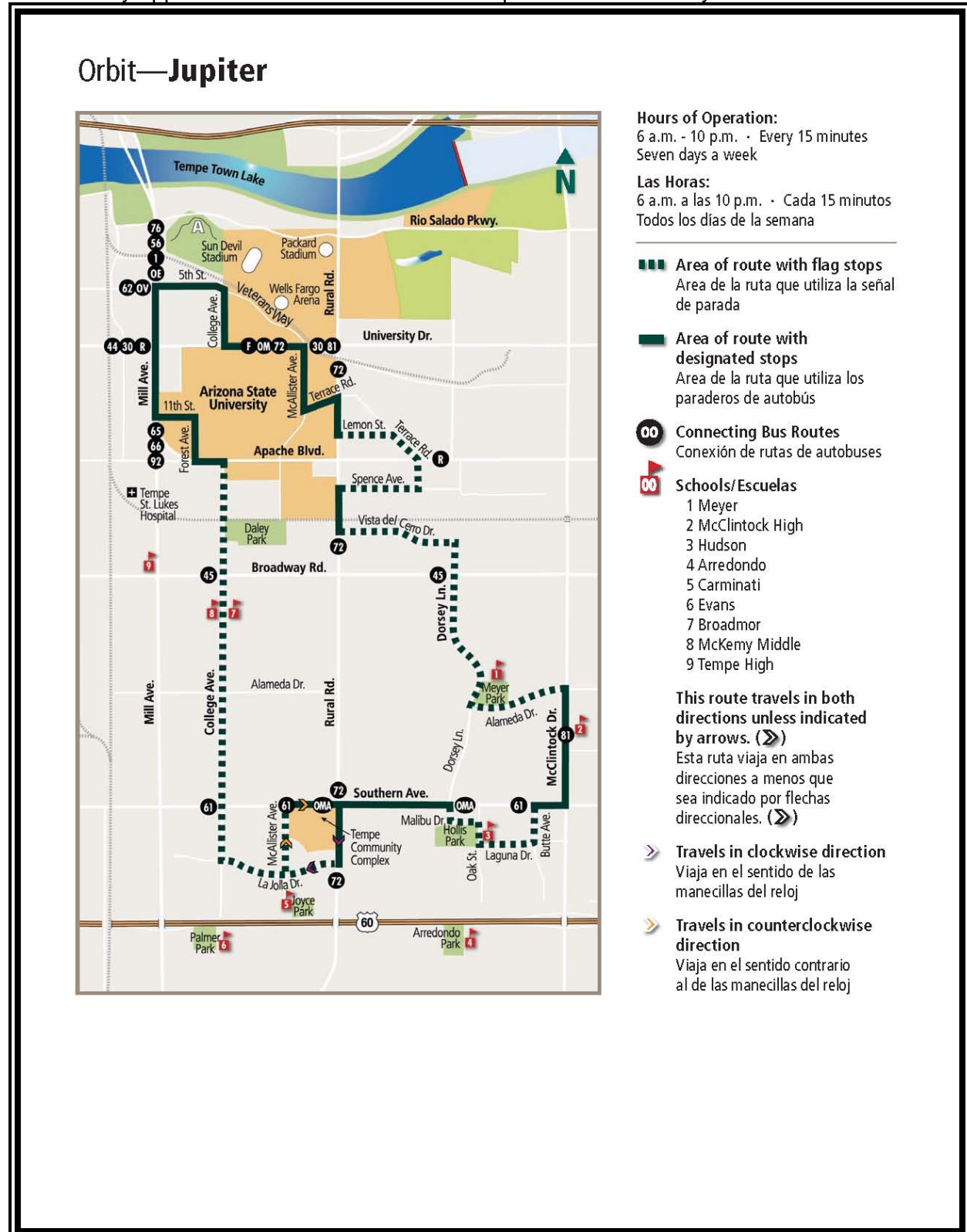




Figure 2-6: Orbit Jupiter (Alternative 2)





Figure 2-7: Orbit Jupiter (Alternative 3)



Proposed Neighborhood Circulator Route


Orbit Jupiter — College/Dorsey Alternative 3

This route travels in both directions unless indicated by directional arrows.

 Route travels in this direction
 Proposed route

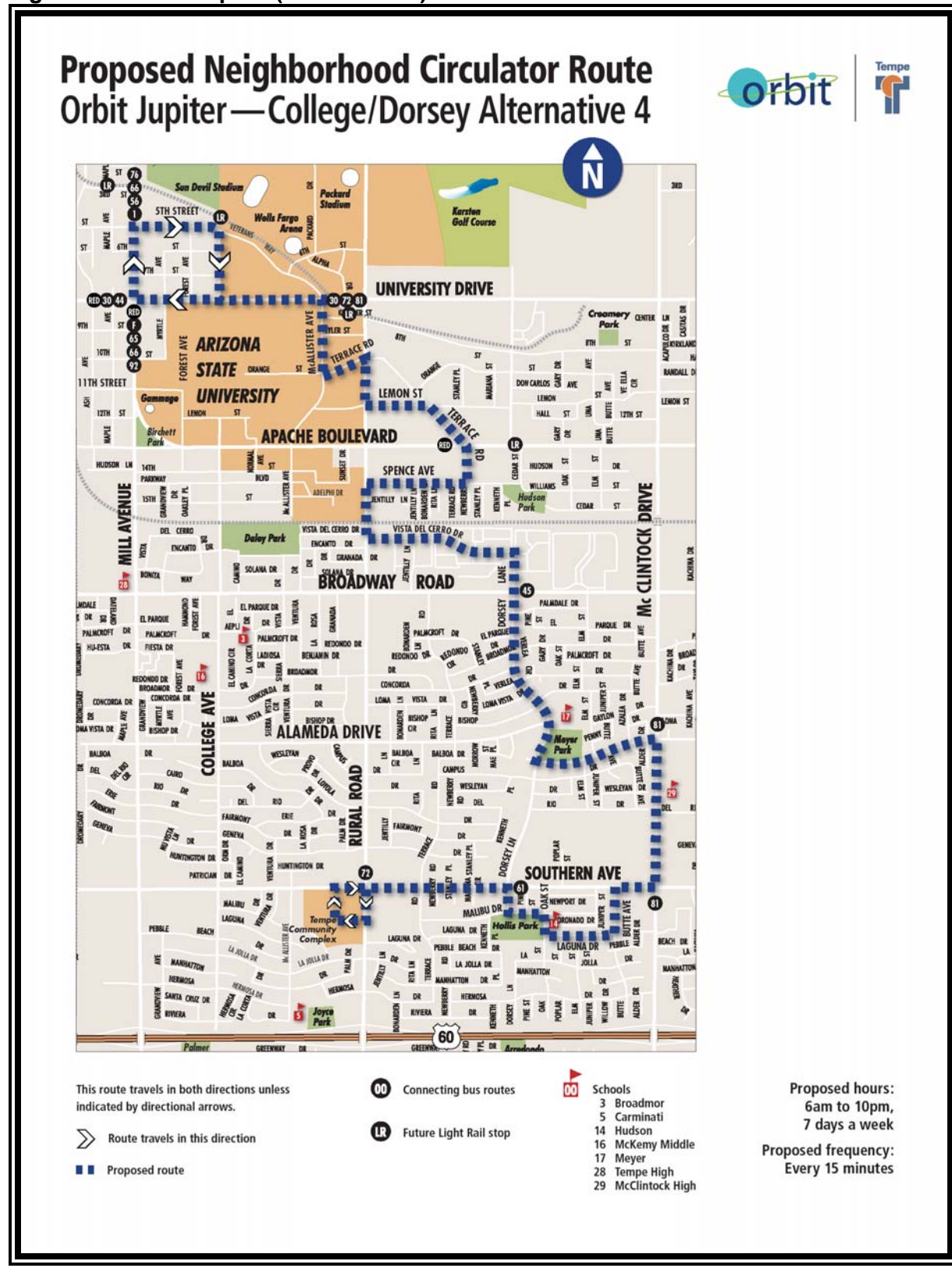
 Connecting bus routes
 Future Light Rail stop

 Schools
 3 Broadmor
 5 Carminati
 14 Hudson
 16 McKemy Middle
 17 Meyer
 28 Tempe High
 29 McClintock High

Proposed hours:
6am to 10pm,
7 days a week

Proposed frequency:
Every 15 minutes

Figure 2-8: Orbit Jupiter (Alternative 4)



3.0 IMPLEMENTATION AND EVALUATION

The Mercury and Venus routes began operating in July 2007 with the Earth route commencing in September 2007, Mars in November 2007, and Jupiter in January 2008. In advance of implementing each of the Orbit routes staff carried out marketing and community outreach activities along with supplemental training for Orbit bus operators.

In conjunction with City Council approval of the Transportation Commission's recommendations for the five new Orbit routes, the Council also directed staff to evaluate the performance of each route with particular emphasis on the conditionally-approved Orbit Jupiter route (Alternative 1). The evaluation focused on the four general categories noted below:

- System and Route Level Performance
- Operational Performance
- Passenger and Resident Experience
- External Impacts

3.1 Marketing & Community Outreach

The following marketing and community outreach tools were implemented to familiarize the community with the Orbit service in advance of service implementation:

- Articles in the Tempe Today water bill each time an Orbit route began operation.
- Press releases for local media each time an Orbit route began operation.
- Route information on Tempe 11 cable channel each time an Orbit route began operation.
- Brochure/direct mailer sent to all single and multi households within ¼ mile of each route each time an Orbit route began operation.
- Information posted on TIM web site.
- Orbit system map included in Tempe Opportunities (Parks & Rec brochure) – mailed to every single-family household in Tempe, and distributed to various community facilities.
- Mailings sent to all schools and community centers located along the routes each time an Orbit route began operation in the area.
- Information-post bus stop signs installed along routes each time an Orbit route began operation.
- Staff presentations at various community meetings and multi-gen centers to help Tempe residents learn about transit service, including how to use the Orbit.

3.2 Supplemental Bus Operator Training

In preparation for the roll out of each of new Orbit route, city and Veolia Transportation staff partnered on supplemental training for Orbit drivers. The sessions supplemented drivers' regular training and emphasized the need for safe, slow, defensive, and sensitive driving in neighborhoods. They provided drivers with information and tactics for dealing with the complicated situations encountered on residential streets including bicyclists, pedestrians, school zones, security concerns, and how to work with homeless individuals. Critical to the success of these sessions was the participation of Sgt. Mike Powell of the Tempe Police Department and Theresa James of Tempe's Homeless Coordination Office.

3.3 System and Route Level Performance

At the conclusion of April 2008, total Orbit ridership approached 1.3 million boardings. This constitutes an estimated 19 percent of total Tempe transit ridership for the period of Jul 2007-April 2008. Since the Orbit system was phased in over 2007-2008, the percentage for a full year in which all routes are operating may be estimated to reach approximately 25%. Table 3-1 presents total Orbit ridership by route by month.

Table 3-1: Orbit Ridership

Month	Mercury <i>Began 7/23</i>	Venus <i>Began 7/23</i>	Earth <i>Began 9/17</i>	Mars <i>Began 11/26</i>	Jupiter <i>Began 1/15</i>	Total
Jul-07	14,814	4,246	0	0	0	19,060
Aug-07	78,159	25,816	0	0	0	103,975
Sep-07	83,091	28,564	6,781	0	0	118,436
Oct-07	85,613	33,701	19,484	0	0	138,798
Nov-07	73,840	29,864	20,620	806	0	125,130
Dec-07	53,472	23,820	20,382	7,590	0	105,264
Jan-08	62,430	28,633	21,184	10,337	17,567	140,151
Feb-08	65,873	31,028	27,398	10,465	41,805	176,569
Mar-08	64,062	28,502	26,536	11,408	45,323	175,831
Apr-08	69,180	29,135	27,936	13,946	52,589	192,786
Total	650,534	263,309	170,321	54,552	157,284	1,296,000

Table 3-2 presents average daily ridership, productivity statistics, and months in service for each of the Orbit routes. Statistics for Phoenix and Scottsdale neighborhood circulator routes as well as the arterial bus system are provided for comparative purposes. Some caution should be taken in making direct comparisons of the different operating environments.

Table 3-2: Orbit Ridership Productivity

Route	City	Average Daily Ridership	Productivity (Boardings per Mile)	Months in Service
Mercury	Tempe	2,299	2.66	84 ¹
Jupiter	Tempe	1,470	1.12	3.5
MARY ³	Phoenix	1,289	1.07	4
Arterial Bus ²	System	1,076	1.72	n/a
Venus ⁴	Tempe	930	1.33	9
SMART ³	Phoenix	990	0.73	4
Earth	Tempe	750	0.70	7.5
ALEX ³	Phoenix	463	0.36	4
Mars	Tempe	347	0.40	5
Neigh. Connector ³	Scottsdale	226	0.72	4
Deer Run ³	Phoenix	74	n/a	4
DART ³	Phoenix	52	n/a	4

¹ Mercury represents eastern half of former Neighborhood Flash.

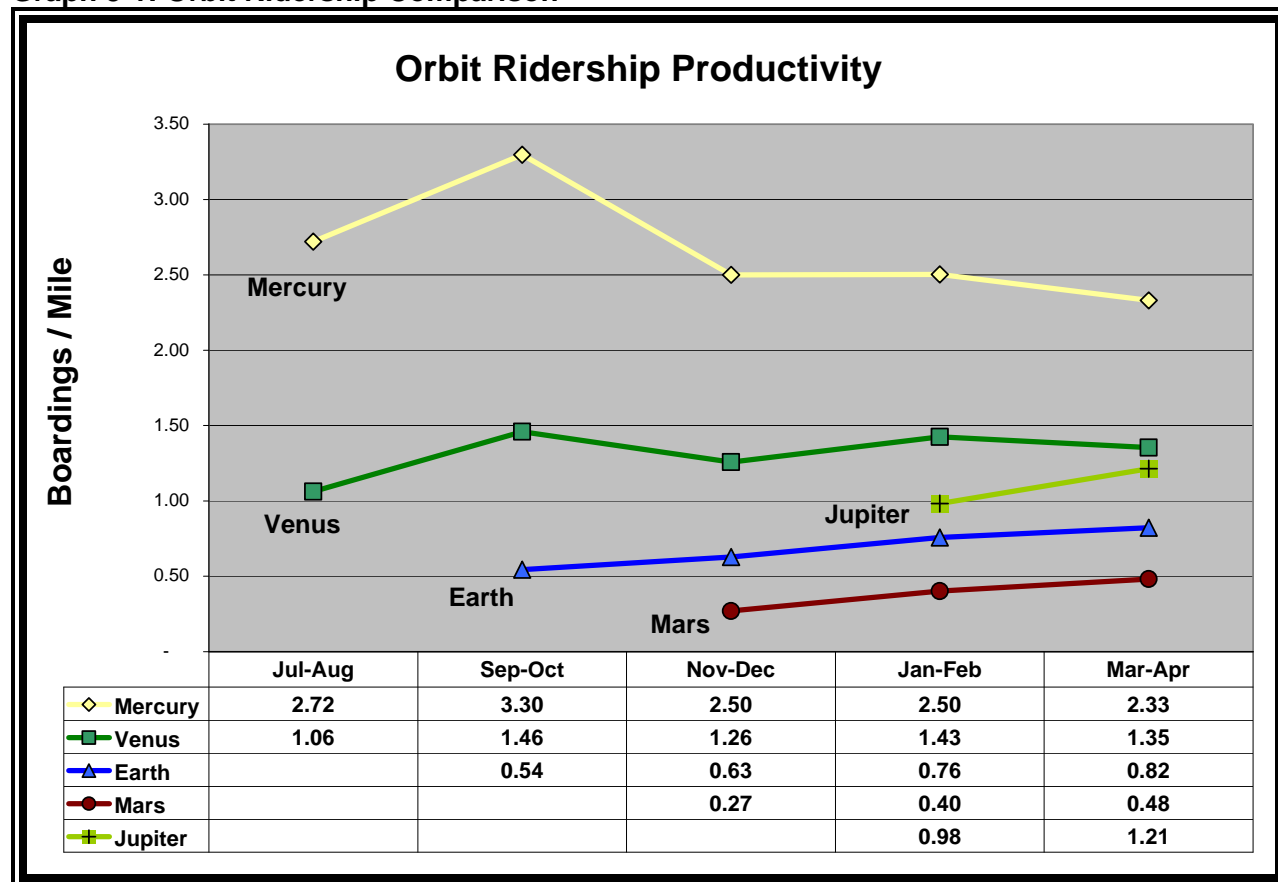
² Arterial bus system *per route* average provided for comparison.

³ Phoenix and Scottsdale Neighborhood Circulators at their various 4 month marks for Jupiter comparison.

⁴ Venus ranked higher than SMART due much higher productivity.

Graph 3-1 illustrates bimonthly productivity statistics for each Orbit route. Monthly figures were converted into bimonthly figures to maintain the graph at a reasonable size. The graph demonstrates strong ridership growth on Jupiter with more moderate growth on the Earth and Mars routes. The higher productivity figures on Mercury and Venus routes reflect a historical ridership base; the fluctuations are seasonal and related to university and public school calendars.

Graph 3-1: Orbit Ridership Comparison



Based on the absolute figures and productivity statistics, ridership for each of the routes may be classified into the following broad categories:

High Ridership – High Productivity

- MERCURY - Carries the most passengers and is most productive due to its mature ridership base inherited from the Neighborhood Flash as well as the higher residential density of the service area and its proximity to downtown Tempe, ASU, and the Escalante Multi-generational Center.

High Ridership – Moderate Productivity

- JUPITER – For a route that is barely five months old, the daily ridership on Jupiter is exceptional. Similar to Mercury, the Jupiter residential area lies in the middle of major

destinations such as downtown Tempe and ASU, the Tempe Library Complex, and the McClintock & Southern commercial district. In contrast to Mercury, the Jupiter route is 40 percent longer, serves a lower density residential area, and did not inherit a six-year ridership base. Jupiter's performance despite these limitations makes the ridership all the more exceptional.

Moderate Ridership – Moderate Productivity

- VENUS – A portion of this route serves the Fifth Street neighborhood, which was also served by the Neighborhood Flash. Similar to Mercury, the Venus service area is adjacent to downtown Tempe and ASU and directly services the Westside Multi-generational Center, Gililand Middle School, and Scales Elementary School. Venus is the shortest of all the Orbit routes, which, in conjunction with the more moderate residential density, partially explains the moderate ridership and relatively higher productivity.

Low Ridership – Low Productivity

- EARTH – Connecting North Tempe to several major destinations including Tempe Marketplace, the North Tempe Multi-generational Center, and downtown Tempe/ASU, Earth is the second longest route in the Orbit system and serves a relatively low density area. Noted in the section on *Passenger and Resident Experience*, several improvements would likely increase ridership and productivity including the opening of light rail, extending the route to operate directly between Tempe Marketplace and downtown Tempe, connection with the Scottsdale Neighborhood Connector, and minor adjustments in the North Tempe area.
- MARS – A number of geographic/operational difficulties combine with low residential density and the lack of a truly major destination to limit ridership potential on this route. Noted in the section on *Passenger and Resident Experience*, the planned extension of Mars to connect with the Apache & Price light rail station and the Orbit Mercury will likely increase ridership and productivity. Following the connection to light rail in December 2008 and some minor adjustments, staff will closely monitor performance to determine whether further adjustments or action may be needed.

3.3.1 Ridership Data Accuracy

Since the Orbit is a free service, the buses are not equipped with fareboxes, so passenger boardings must be recorded by bus operators. Both machine and human driven systems are subject to error. City staff have paid close attention to the process of passenger counting and have worked with Veolia Transportation personnel to develop, manage, and monitor this process. An evaluation of the process in practice indicates that the highest potential for inaccurate ridership figures stems from bus operators failing to turn-in ridership record logs. City and Veolia staff estimate that approximately 10 percent of driver logs are lost or never submitted. City staff has directed Veolia to improve training, supervision, and process oversight to minimize these kinds of data losses. Assuming that up to 10 percent of ridership logs are not submitted for data entry to the Orbit database, than the ridership figures presented in Table 3-1 above may be **underreported** by as much as 10 percent.

3.3.2 Major Destinations

Using the Orbit system, Tempe residents most often visited Downtown Tempe, Arizona State University, the Tempe Library Complex and Tempe Marketplace. Other frequented destinations include workplaces, public schools, and the various multi-generational centers. To ensure the continued success of the Orbit system, future planning and route modifications must recognize the importance of these core destinations as well as their connection to each other.

Each of the city's major survey instruments (WestGroup telephone survey, WestGroup web-survey, city on-line comment form, and city on-board passenger surveys) asked Orbit Jupiter passengers and residents what destinations they most often use the Orbit to visit. Destination information for the other Orbit routes was obtained only through the city's on-line comment form and on-board surveys. Table 3-3 presents the information on the top destinations. Future city implemented surveys will strive to lower the percentage of "other" responses.

Table 3-3: Orbit Destinations

ORBIT DESTINATIONS	Mercury	Venus	Earth	Mars	Jupiter		
	City On-line & On-Board Surveys				WG-Phone ¹	WG-Web ¹	City Surveys
Downtown Tempe	23%	25%	15%	7%	44%	72%	21%
ASU	24%	24%	7%	3%	32%	46%	30%
Tempe Library Complex	2%	1%	3%	33%	20%	38%	13%
Work	10%	8%	10%	7%	8%	21%	5%
School	1%	3%	5%	7%	13%	16%	3%
Tempe Marketplace	3%	1%	30%	4%	11%	13%	1%
Grocery Store					2%	9%	
Multi-Gen Center	4%	1%	6%		1%	4%	
Park					2%	2%	
Post Office					1%	2%	
Church					1%	2%	
Restaurant Bar					1%	1%	
Friend's/Relative's House					1%	1%	
To see where route went					4%	0%	
Home					1%	0%	
Other	30%	37%	22%	31%	4%	6%	26%
Don't know/No Answer	2%	1%		8%	3%	2%	0%

¹ Percentages do not add up to 100% due to respondent's selection of multiple destinations.

² Areas shaded in green represent most popular reported destinations.

3.4 Operational Performance

Provided below is an array of operational performance measurements that are standard to the transit industry. Data for each of the indicators was gathered internally, from passenger surveys, and WestGroup research survey results.

3.4.1 On-time Performance

Since the Orbit bus system is not presently equipped with transit fleet's vehicle management system components, staff must rely on internal observations and the passenger experience. For the present purpose, assessments of on-time performance are drawn from passenger experience on Jupiter as communicated through the WestGroup surveys.

In the telephone survey, 82 percent of respondents reported they were either "very satisfied" or "satisfied" with the on-time performance of the Jupiter service. In the web survey, 84 percent of respondents reported that they were either "very satisfied" or "satisfied" with the on-time performance.

The acceptable range for on-time performance is 90 percent or above, so the experience reported by Orbit users is concerning. In any new service there will be a period of adjustment where schedules are refined and personnel gain familiarity with the operating conditions and expectations of the riders. In addition to regular monitoring and collaborating with contractor staff to address problems, city staff have taken several steps to ensure the dependability of the service. First, staff modified the Orbit brochure to include the scheduled time-points so that passengers know, as well as drivers, when the bus is supposed to be at a given location. Second, staff developed an Orbit Bus Operator Policies and Procedures Guide to provide additional guidance and clear expectations for Orbit operations.

3.4.2 Missed Service

The city's transit services contractor Veolia Transportation reported 1,042 miles of missed Orbit service out of 963,282 miles of scheduled service or .11 percent. The city's contract with Veolia allows missed service up to .10 percent of scheduled service allowing for situations outside the contractor's control including excessive traffic and non-preventable accidents or incidents. When missed service exceeds this threshold, the contractor's payments are deducted. Present missed service trends, though slightly outside the contractual limit, are not considered problematic at this time.

3.4.3 Accidents and Incidents

Since July 2007, there were seventeen (17) accidents involving Orbit buses. Ten (10) of these accidents are deemed to be the fault of a secondary vehicle outside the bus operator's control. Seven (7) of the accidents are deemed to be the fault of the bus operator. Of the seventeen (17) accidents, there was one (1) reported injury to a passenger. This was the result of a pedestrian stepping into a crosswalk as the Orbit bus approached, causing the bus operator to brake which then caused the passenger to report the injury. This is the only reported injury to date. There are no known accidents involving bicyclists or pedestrians. There was one reported incident on an Orbit bus involving an intoxicated passenger falling out of a wheelchair.

The accident rate, typically calculated as accidents per 100,000 vehicle miles, is estimated to be 1.60. The city's contract with Veolia Transportation requires that the accident rate be kept under 2.0 per 100,000 vehicles miles.

3.4.5 Mechanical breakdowns

There were 25 reported mechanical breakdowns that caused service interruptions. The contract with Veolia Transportation requires that miles between mechanical breakdowns not fall below 6,501. However this figure is configured around the liquid natural gas heavy transit fleet and is also a composite accounting for seasonal affects on fleet performance. The Orbit fleet is less complex, newer, and easier to maintain than heavy, alternatively fueled transit buses. In addition, the present reporting period (July 23-April 30) leaves out nearly half of the summer when the heat places additional demands on the buses. At 42,384 vehicle miles between mechanical breakdowns, the Orbit fleet is demonstrating solid performance as is Veolia Transportation's Maintenance Department.

3.5 Passenger and Resident Experience

Four major methods were employed to assess public opinion on the Orbit system in general and the Jupiter route in particular. These included: 1) participating in a professionally administered telephone survey, 2) participating in an "opt-in" web-based survey, 3) participating in an April 8, 2008 Jupiter public meeting, and 4) submitting official public comments to council or city staff. Though no one method constitutes a fully representative snap-shot of public opinion, the triangulation of methods provides a way to better understand the complexity of residents' thoughts and feelings. Summary statistics on the information collected through all these methods follows below. The full reports are appended to this document as follows:

Appendix A: Westgroup Telephone Survey (Jupiter)

Appendix B: Westgroup Web-based Survey (Jupiter)

Appendix C: Transcript of Proceedings: April 8, 2008 Jupiter Public Meeting

Appendix D: Record of public comments received through on-line comment form and on-board survey/comment forms

3.5.1 Orbit Support

Table 3-4 below indicates that support for the Orbit service in the Jupiter area has increased dramatically and remained relatively stable for the other routes.

Table 3-4: Orbit Support Levels - Before and After

Route	Self-Reported Public Comments		WestGroup Telephone Survey		WestGroup Web Survey	
	Before	After	Before	After	Before	After
Mercury	91%	87%	n/a*	n/a**	n/a*	n/a**
Venus	96%	97%	83%	n/a**	88%	n/a**
Earth	98%	93%	82%	n/a**	72%	n/a**
Mars	69%	78%	71%	n/a**	53%	n/a**
Jupiter	65%	98%	72%	86%	77%	91%

* Mercury was not pre-surveyed due to six-year presence of the Neighborhood Flash.

** WestGroup "After" survey only conducted for Jupiter

Though not presented above, the telephone survey conducted by Westgroup Research reports that levels of support for Orbit Jupiter service ***on one's street*** increased from 61 percent in 2007 to 87 percent in 2008. Likewise, the Westgroup web-survey reported an increase from 73 percent to 82 percent.

3.5.2 User Satisfaction

User satisfaction with the Orbit Jupiter is very high. The various public opinion indicators show that between ***89-95 percent of Jupiter residents*** are either ***very satisfied or satisfied*** with the service overall. Satisfaction levels are more mixed for the other routes with composite percentages ranging from the mid-70s for Mercury and Venus to the high 70s and mid 80s for Mars and Earth respectively. Table 3-5 provides satisfaction levels for convenience and overall satisfaction.

Table 3-5: Orbit Satisfaction Levels

Route	Self-Reported Public Comments		WestGroup Telephone Survey		WestGroup Web Survey	
	Convenience ¹	Satisfaction ²	Convenience ³	Satisfaction ³	Convenience ³	Satisfaction ³
Mercury	83% (187)	62% (187)	n/a	n/a	n/a	n/a
Venus	83% (178)	70% (178)	n/a	n/a	n/a	n/a
Earth	86% (173)	83% (174)	n/a	n/a	n/a	n/a
Mars	76% (122)	78% (122)	n/a	n/a	n/a	n/a
Jupiter	93% (319)	89% (319)	95% (117)	92% (117)	95% (103)	95% (103)

Parantheses denote number of respondents

¹ Percentage of those who rated service "Very Convenient" or "Convenient"

² Percentage of those who rated service "Excellent" or "Very Good"

³ Percentage of those who indicated "Very Satisfied" or "Satisfied"

Through the city's on-line comment form and on-board surveys, the city has received 869 comments from residents and passengers. When broken down into categories, the numbers of comments approach 1,000. City staff conducted an extensive content analysis of the comments and placed them into categories in order gain a better understanding of the scope and magnitude of passengers' and residents' thoughts. Only comments received through the city's online comment form and on-board surveys were coded and included in Table 3-6 on the following page. Comments made at the April 8, 2008 Orbit Jupiter public meeting were not received from the transcription firm in time to be analyzed and included.

Table 3-6: Passenger and Resident Comments

PASSENGER/RESIDENT COMMENTS	Mercury		Venus		Earth		Mars		Jupiter	
	#	%	#	%	#	%	#	%	#	%
CUSTOMER SERVICE										
Helpful/Excellent Drivers	18	10%	23	12%	28	15%	7	6%	30	9%
Driver Was Rude/Unprofessional/Unsafe	19	11%	18	9%	1	1%	2	2%	20	6%
Driver Went Wrong Way/Didn't Let Me Off/On	14	8%	9	5%	6	3%	2	2%	11	3%
ROUTE/SERVICE IN GENERAL										
Orbit Is Convenient/Good Service	32	18%	64	33%	79	43%	44	39%	157	49%
Orbit Needs Increased Capacity/Route Expansion	52	29%	33	17%	13	7%	19	17%	43	13%
Orbit Routes Should Be Changed	20	11%	24	13%	26	14%	15	13%	12	4%
Orbit Should Run Later/During Special Events	8	4%	5	3%	8	4%	1	1%	14	4%
Orbit Disruptive To Neighborhoods	2	1%	2	1%	5	3%	7	6%	2	1%
BUSES/BUS STOPS										
Buses/Bus Stops Need Physical Improvements	13	7%	10	5%	8	4%	6	5%	24	7%
ORBIT/PERSONAL EXPENSE										
Saves Me Gas/Money/Time	1	1%	4	2%	10	5%	8	7%	8	2%
Waste of Money/Taxes	0	0%	0	0%	0	0%	1	1%	0	0%
Total	179	100%	192	100%	184	100%	112	100%	321	100%

Note: Top three types of comments for each Orbit are highlighted in green

Orbit is Convenient/Good Service - 38 percent overall

The most prevalent kind of written comment received indicated that the “Orbit is convenient/good service.” Mercury and Venus passengers reported this opinion the least out of the five routes which is consistent with responses to the specific survey questions presented in Table 3-5. The source of the lower overall satisfaction is clearly related to concerns over a sense that these routes need additional capacity/service, changes to the route itself, and in some cases, improvements in bus operators’ performance.

Orbit Needs Increased Capacity/Route Expansion – 16 percent overall

The second most common comment raised by passengers/residents relates to a sense that the capacity of the route(s) is insufficient and requires higher frequency or that it requires expansion in terms of hours or additional destinations. City staff continue the process of analyzing the comments in order to develop incremental improvements for December 2008 and after. Expansion of the Mars route to the Apache & Price light rail station, where it will also connect with the Mercury route, is already planned for December 2008. Also planned is an expansion of the Earth route to directly connect Tempe Marketplace with downtown Tempe. Additional destinations that would add value and ridership to the service in general include the Tempe Center for the Arts, additional light rail connections, other city facilities. Many residents also indicated a desire for an extension of operating hours into the later evening. Finally, as additional resources become available, additional capacity is needed on the Mercury.

Helpful/Excellent Drivers – 11 percent overall

The comments received on the professionalism of Orbit bus operators is corroborated by the findings of the WestGroup telephone and web surveys. When asked about satisfaction with the “Driver Overall,” 94 percent of telephone respondents indicated they were “very satisfied” or satisfied; 93 percent of web respondents similarly. Most Orbit bus operators are doing an outstanding job; the service is successful in large measure because of their professionalism, thoughtfulness, and caring.

Orbit Routes Should Be Changed – 10 percent overall

There is some overlap between this category and “Orbit Needs Increased Capacity/Route Expansion,” although respondents placed in this category were mostly concerned with the need for additional destinations such as Tempe Marketplace, Tempe Center for the Arts, Tempe St. Luke’s Hospital, as well as several minor destinations. Respondents also suggested the need for the Mars to connect with light rail when it opens, the Mercury route, and possibly Tempe Marketplace. Another common concern was the length of the Earth route and the lack of a direct connection between Tempe Marketplace and downtown Tempe.

Driver Was Rude/Unprofessional/Unsafe – 6 percent overall

Though the implementation of the Orbit expansion has not been without its challenges, the bus operators are nicely making the adjustment to the Orbit operating environment. The work of Orbit driving is qualitatively different than fixed route transit driving and although the Neighborhood Flash had been in service for six years it was a very small proportion of Tempe’s overall transit system. City and Veolia staff have gone to great lengths to provide the proper training and education on the Orbit system, but it will take some time for bus operators to learn the nuances of operating in a neighborhood and adjusting to the different system rules and expectations.

3.6 External Impacts

It is to be expected that the Orbit routes will have some external impacts on the neighborhoods served. Possible impacts that could be attributed to the presence of the Jupiter route, and which were identified by residents as key concerns, include changes to traffic volume, traffic speeds, accidents, and parking volume. At least one additional impact that staff did not set out to purposefully examine, but which nonetheless became evident, is the positive affects for community engagement.

With the possible exception of Orbit-related accidents, accurate assessment of the remaining potential impacts and their relationship to the Jupiter route is a complex endeavor. City staff developed data collection and analytical methods to provide as accurate an assessment of external impacts as practical, but resource limits to data collection and the very short time horizon for evaluation (two months post-service implementation) constrict the possibility of revealing detectable impacts.

3.6.1 Traffic Volume

It has been suggested that neighborhood circulator buses like those in the Orbit system can serve to reduce traffic volume on neighborhood streets because some residents choose to ride the bus rather than drive their automobiles for local trips. Impacts on traffic were assessed in two ways: Impact assessment of traffic volume on College Avenue and assessments of displaced auto-trips as reported by Orbit users through the various survey methods.

Findings with respect to aggregate changes in traffic volume are inconclusive due in part to the practical limits on the research design and the extremely short time span between Jupiter implementation and traffic volume measures. However, by extrapolating from actual ridership, statistics on displaced automobile trips and miles can be calculated.

1. Traffic Volume - Traffic counting devices were deployed along College Avenue in six places (14th St., Encanto Dr., Aepli Dr., Balboa Dr., Fairmont Dr., and Malibu Dr.) between October 29 and November 26, 2007 and March 16 and April 5, 2008 to acquire data prior to and following Orbit Jupiter's implementation.

The goal in acquiring and analyzing these data was to determine if any statistically significant differences existed between the data acquired before the Orbit Jupiter was in operation and the data acquired after the Orbit Jupiter was in operation. Data were analyzed in aggregate and by hour. Only summary findings only are presented here.

The analysis indicated only one statistically significant decline in traffic volume (Southbound - North of Malibu) and two significant increases (Northbound - North of 14th St. and Northbound - Between Erie Dr. and Fairmont Dr.) in the weekday group. The vast majority of comparisons between means showed no statistically significant differences. In the weekend day group, again the majority showed no significant differences, but two statistically significant increases were noted (Southbound - North of Aepli Dr. and Southbound - North of Balboa Dr.). These analyses suggest that traffic volume had changed little between the before and after periods, and that the Orbit Jupiter did not induce a significant decline in traffic volume. It is important to note, however, that any increase or decline in traffic volumes could not directly be attributed to the Orbit system given the limited methodology of this study. Staff were not able to control for many important factors that could influence traffic volume on College such as the price of gas, the price of parking at ASU, traffic volumes external to College Avenue, or construction or accident data from arterial streets near College such as Mill or Rural.

2. Displaced Automobile Trips – City staff calculate that the Orbit system has removed 1.3 million automobile miles from Tempe's streets from July 2007 through April 2008 with the Jupiter route amounting to 346,654 of that total. With gasoline prices continuing to rise, there are growing financial savings that can accrue to Orbit users. This calculation comprises the following steps:
 - a. Existing ridership (1,296,000 boardings);
 - b. Boardings multiplied by average trip length in miles $(2.90)^1 = 3,758,400$ passenger miles;

¹ Average Trip Length (ATP) – 2005 ATP of 3.24 was reported to the Federal Transit Administration. This figure includes the entire transit system where trips are typically longer than on circulator routes. Lacking sufficient data to isolate the ATP for the Orbit system, a figure of 2.90 was determined to be reasonable.

- c. Passenger miles multiplied by survey responses on auto trips taken in absence of Orbit (varies for each Orbit route – ranges from 24%-76%);
- d. 1,305,793 auto miles displaced.

3.6.2 Traffic Speed

Like traffic volume, it has been suggested that neighborhood circulator buses can serve to reduce overall speed on neighborhood streets. Such an outcome is deemed possible because of the slower pace of the Orbit buses relative to auto traffic causing a decline in overall speed. The same traffic counting devices deployed along College Avenue for the collection of traffic counts are also capable of measuring speed.

Findings with respect to changes in traffic speed are inconclusive due in part to the practical limits on the research design and the extremely short time span between Jupiter implementation and traffic volume measures.

Statistical analysis indicated that at five counter locations the percentage of vehicles speeding declined while the percentage increased at four counters. Two declines in percent speeding were quite large (Northbound - North of Malibu Dr. saw a 17.6 percentage point decline and Southbound - North of Aepli Dr. a 12 percentage point decline) but again, there is not sufficient evidence to suggest that these significant increases or decreases can be attributed to the presence of Orbit Jupiter. The weekend day group saw the most significant declines in the percentage of vehicles speeding. Six counters saw significant declines while only one counter saw a small, yet significant, increase.

Regarding the by hour analysis of traffic volume and speed, no obvious pattern emerged. Nearly every locational analysis saw increases and declines in speed, with many showing no statistically significant increase or decrease.

These analyses suggest that traffic speed had changed little between the before and after periods, and that the Orbit Jupiter did not induce a significant decline in speed. It is important to note, however, that any increase or decline in speed could not directly be attributed to the Orbit system given the limited methodology of this study.

3.6.3 Accidents and Incidents

There were two Orbit Jupiter accidents between January 15 and April 30, 2008. Neither occurred on College Avenue nor did they involve bicyclists or pedestrians. Both were the responsibility of the other vehicle involved. No accidents or incidents are known to have occurred on College Avenue. Refer to section 3.4.3 – *Accidents and Incidents* on page 21 for system level data on Orbit accidents.

3.6.4 Parking Trends

Increases in neighborhood parking by ASU students brought on by the Jupiter route was cited by residents as a concern with the service. Two indicators taken together suggest that ASU

students have not been motivated to park on neighborhood streets due to the presence of the Orbit Jupiter.

1. *Absence of complaints/petitions for permit parking* – To date city staff have not received complaints from residents regarding ASU students improperly parking on neighborhood streets to use the Orbit Jupiter. Also, city staff have not received any petitions for permit parking in the Jupiter service area.
2. *Before & After Automobile Counts* - City staff reviewed aerial photography from a single date and time in November 2007 - prior to Orbit Jupiter implementation - creating a count of all cars parked on adjacent streets perpendicular to College Avenue and within one eighth (1/8th) of a mile of College Avenue. Covering the same area, City staff also manually counted parked automobiles on Monday, April 21, 2008. Comparison of the two dates in time suggests the Orbit Jupiter has not affected neighborhood parking trends, although there is insufficient data (parked automobiles counted at two time points only) to make any general statement about any effect the Orbit Jupiter has had on neighborhood parking.

The count data combined with the absence of complaints suggests that the Orbit Jupiter has had little, if any, discernible impact on parking these neighborhoods. Staff will continue to monitor neighborhood parking.

3.6.4 Community Engagement

Though not expressly investigated, the record of comments suggests that the Orbit service may be instrumental in enhancing a sense of community, both within and across neighborhoods. The Orbit neighborhood circulator system is about mobility to be sure. It is also more fundamentally about connection, not merely between places, but between people. The following excerpts from the April 8, 2008 Jupiter public hearing provide some grounding for this assertion (full record provided in Appendix C):

"We have been supporters of the bus before it started. We are still supporters of the bus. We took it down here as well. And hello, neighbor. We got to meet many of our neighbors because of the bus. We got to meet them when we hosted kind of an Orbit kickoff at our house back in – I believe it was the end of January...It has, I think, created a sense of community and enhanced, frankly, my experience as a resident in Tempe. I think it's a fantastic thing (pp. 5-6).

And as a result of riding the Orbit, I've met some of my neighbors...who I see somewhat regularly coming back from ASU...I enjoy being able to talk to people on the bus. I see that there is a certain amount of camaraderie among those who ride it. We've always got a story about what's happening here and there. It's a good thing. It's increasing our feelings towards our neighbors, and I think that's a very positive step (pp. 9-10).

My experiences with the bus has been wonderful. I've done the whole entire route just to see where it went and did the library and the senior center. And being a senior citizen, this is important not only to me, but to my entire neighborhood, which is about 80 percent of senior citizens. And some are handicapped (p. 15).

I find it not only convenient, but a delightful part of the day. I meet people. I meet neighbors I didn't know beforehand as well as many I know but hardly ever see. And we have lots of fun conversations (p. 17).

We also did a kind of an Orbit kickoff with our neighborhood as well. And we had, you know, quite an age range, which was great, from ages 25 to 36. And probably had about 14 people go. So this really also brought our neighborhood together (p. 24).

I like the fact that you see friends on it. That's kind of nice. I think it's promoting neighborliness, especially since we don't really have front porches anymore (p. 26).

4.0 JUPITER RECOMMENDATION

On May 13, 2008, the Transportation Commission voted unanimously to approve the staff recommendation that the present Orbit Jupiter route (Alternative 1 on page 11) be permanently authorized based on the demonstrated increase in resident support and the strong ridership performance.

5.0 PLANNED & POTENTIAL ORBIT IMPROVEMENTS

5.1 Planned Orbit Improvements

Based on the findings of this report, the following improvements are planned. Sufficient funds are available to implement these improvements during fiscal year 2008/2009.

- **Mars** – In December 2008, the Mars will extend to connect with the Price and Apache light rail station and Mercury route. Following this extension, staff will continue to monitor and evaluate performance of the Mars route to determine whether additional modifications are needed. Annual cost estimated to be \$300,000.
- **Earth** – In November 2008, the Earth route will extend to directly connect Tempe Marketplace to downtown Tempe. Following this extension, staff will monitor and evaluate performance of the Earth route to determine whether additional modifications are needed. Annual cost estimated to be \$500,000.
- **Mercury** – Staff are developing budget-neutral strategies for accommodating the extraordinary high demand associated with Arizona State University students.

5.2 Potential Future Improvements

The following potential improvements are recognized as important to ensure continued ridership growth, system effectiveness, and appropriate geographic distribution. However, the cost of these improvements is not presently included in the FY 2008/2009 operating budget or long range financial plan, and funds are not presently available for allocation. Projecting when these improvements may be made is difficult because of the upcoming procurement of the transit services contract and the uncertainty regarding future contract rates. Once the new contract rate is determined staff will be in a position to determine when and to what extent these improvements may be made.

- **Extension of Hours** – Public opinion research indicates a desire for extended hours of operation. Table 5-1 present options and costs for extending Orbit operating hours to various times of night during all or selected days of the week.

Table 5-1: Orbit Hours Extension Options

Option	Description	Cost
1	To Midnight (Sun – Mon)	\$1.25 million
2	To Midnight (Sun - Thu) and to 2am (Fri – Sat)	\$1.43 million
3	To 3am (Sun – Mon)	\$3.12 million

- **Tempe Center for the Arts** – As an important cultural amenity to Tempe, this facility should be served by transit or neighborhood circulator services. Incorporating the Tempe Center for the Arts into the Orbit system requires an expansion of one or more routes and carries additional costs. Table 5-2 presents three alternatives.

Table 5-2: Tempe Center for the Arts

Option	Description	Cost
1	Full Mercury Extension (All trips) <i>Requires two additional buses</i> <i>Improves service to 5th St. & Hardy Dr. neighborhood</i>	\$500,000 (Operating) \$150,000 (Capital)
2	Limited Mercury Extension (Events only) <i>Requires two additional buses</i>	\$100,000 (Operating) \$150,000 (Capital)
3	Limited Venus Extension (Events only) <i>Requires one additional bus</i> <i>Complicates route and public understanding</i>	\$50,000 (Operating) \$75,000 (Capital)

- **South Tempe** – A planning process for neighborhoods south of US 60 began with exploratory meetings in 2006 moving to neighborhood planning workshops in 2007. The process was placed on hold pending the outcome of the transit services contract procurement and the determination of new contract rates. To provide Orbit system coverage to a degree consistent with central and north Tempe, the annual operating cost is estimated to be \$4-5 million with capital costs of approximately \$1.5-2 million.

Tempe Orbit-Jupiter Neighborhood Circulator Telephone Survey

Prepared for:

The City of Tempe
Transportation Division

Spring 2008



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Executive Summary

The City of Tempe's Transportation Division commissioned WestGroup Research, Inc. of Phoenix to conduct a telephone survey with Tempe residents in a specific geographic area to gauge support and reaction to the recent expansion to the City's neighborhood circulator program. This report presents the results of 407 interviews conducted in March and April of 2008 with current Tempe residents living in the area served by the Orbit-Jupiter neighborhood circulator route, namely residents living east of Mill Avenue, west of McClintock Drive and between Apache Boulevard and the US 60. At a 95% level of confidence, the margin of error for the total sample is $\pm 4.9\%$.

- Awareness of Tempe's neighborhood circulator service increased significantly from 2007, with virtually all residents aware of the circulator service (92% up from 81%).
- Slightly more than two in five residents indicated that they or someone in their household has used the Orbit-Jupiter circulator (42%). It should be noted that the current level of ridership is significantly higher than would have been predicted by the 2007 research (33% of households in 2007 indicated they were "very likely" to use the service).
- More than two in five Orbit-Jupiter riders are new transit users, with 44% reporting that they have not used transit service in Tempe prior to using the Orbit-Jupiter neighborhood circulator.
- Overall, half of the residents who use the Orbit-Jupiter circulator report they personally use the service at least once a week (50%). The reported frequency of ridership is even higher among the other family members who use the service with 60% of those interviewed reporting that others in their household use the Orbit-Jupiter service at least once a week.
- Residents are using the Orbit-Jupiter to travel to several Tempe destinations, the most popular being downtown Tempe (44%), ASU (32%), and the Tempe Library complex (20%).
- Most residents who use the Orbit-Jupiter service indicate they would drive their car to the destination in Tempe if they did not take the circulator (mentioned by 76%).
- Satisfaction with the Orbit-service is extremely high with the majority of riders giving a "4" or "5-very satisfied" rating overall (92%); not only does the majority of Orbit-Jupiter riders give a "4" or "5" rating for overall satisfaction with the services, three fourths of the riders indicate they are "very satisfied" (74%).

- More than nine in ten riders indicate they are highly satisfied with the Orbit-Jupiter circulator drivers (91% to 94%), with at least seven in ten indicating they are “very satisfied” (70% to 76%).
- Orbit-Jupiter riders also express a high level of satisfaction with the buses, particularly the cleanliness (82% “very satisfied”) and the ease of using the bus (80%).
- The majority of residents interviewed in 2008, like those interviewed in 2007, feel the hours of service for the Orbit-Jupiter circulator are appropriate (88%), with two thirds feeling the hours are “very appropriate.”
- Expanding the routes and the hours/frequency of service are the primary suggestions for improving the Orbit-Jupiter neighborhood circulator service.
- Interestingly, in addition to the 42% of residents who have already used the Orbit-Jupiter neighborhood circulator service, almost three in five non-users (58%; or an additional 33% of the total sample), indicate they plan on using the circulator at some time in the future.
- The two primary reasons for not riding the neighborhood circulator are a preference for driving themselves (56%) or a perception that the service does not go where they need to go (16%).
- Area residents are significantly more supportive of the circulator service in their area now that the circulators are running than they were in 2007, prior to the start of service (86% “4” or “5” rating vs. 72%).
- This year “opposition” to the service is primarily related to perception that the resident does not personally need the service.
- Support for the neighborhood circulator buses traveling on the streets where the resident lives is significantly higher after the service started than it was when residents were anticipating the service. In fact, almost nine in ten residents who report the circulator buses run on their street (87%) indicate they are highly supportive of the circulator.
- The vast majority of the final comments offered are positive remarks about the service, with the primary comments offering support for the service and expressing a desire for the service to be continued and/or expanded.

Conclusions

1. Overall, residents living in the area served by the Orbit-Jupiter neighborhood circulator minibuses are extremely supportive of the service. Support for the neighborhood circulator was high prior to the implementation of the service in 2007, and support has increased significantly since the service started in January 2008. This high level of support also is apparent among those who report that the circulator travels on the street where they live.
2. Orbit-Jupiter rider attributes show that the service has effectively reduced the need for residents to use their cars to get to destinations within Tempe since the majority indicates they would drive if the circulator did not exist. In addition, the circulator has attracted residents to mass transit that had not previously used mass transit in the city.
3. Riders are extremely satisfied with the buses and drivers, as well as with the service overall. On-time performance is the only area of service that appears to have riders looking for improvement.
4. Safety concerns and other concerns about parking problems or increased congestion on the streets that were prevalent prior to the launch of the Orbit-Jupiter service appear to have dissipated. Those opposed to the service currently do so primarily because they do not see a high demand for the service (because they do not see full buses) or because they personally would never use the service.
5. Finally, the only changes suggested for the service are to expand the service through increased hours, frequency and extensions of the route. It appears that the majority of residents see the Orbit-Jupiter service as an enhancement to the quality of life in the area where they live.

I. Introduction

A. Background and Methodology

The City of Tempe's Transportation Division commissioned WestGroup Research, Inc. of Phoenix to conduct a telephone survey with Tempe residents living in the area served by the Orbit Jupiter neighborhood circulator route, namely residents living east of Mill Avenue, west of McClintock Drive and between Apache Boulevard and the US 60. This report presents the results of 407 interviews conducted in March and April of 2008 with residents living in this area. At a 95% level of confidence, the margin of error for the total sample is $\pm 4.9\%$. This means that in 19 out of 20 cases, the "actual" percentage will fall within $\pm 4.9\%$ of the percentage we would achieve if we interviewed every qualified resident. This represents the second wave of research conducted with residents living in this area. The first study was conducted in April 2007, before the Orbit-Jupiter neighborhood circulator service officially started. Results will be compared to data collected during the subsequent wave as appropriate.

Approximately one week prior to the start of the telephone survey, a postcard was mailed to approximately 13,000 residents in the specified area. Postcards were sent to known residences as well as "resident/occupant" addresses (single home and multiple-dwelling) for census blocks within and intersected by the area boundaries. The purpose of the postcard was to inform residents that a survey was being conducted by WestGroup Research in order to garner feedback on the Orbit-Jupiter circulator service, as well as provide notice of a public meeting being held on the subject on April 8th at the Tempe Public Library. The postcard encouraged residents to participate in the telephone survey if they were contacted, however, a URL address also was provided for a separate web-based version of the survey. The web link was provided so that all residents would have an opportunity to provide input to the City, even if they were not contacted as part of the scientific telephone study. Data from the completed web surveys are provided under separate cover.

The initial study design specified that residents contacted as part of the telephone study would be identified by screening calls made from a Random Digit Dial (RDD) sample of phone numbers targeted toward the specific area. However, after completing approximately 70 interviews using this method, it was clear that due to the inability of the RDD sample to specifically target the College/Dorsey area, the costs and time needed to continue screening for qualified residents would be prohibitive. At that point, the decision was made by City of Tempe Transportation Department staff members to authorize WestGroup to purchase listed-sample of households specifically within the targeted area and complete the remaining interviews. Overall, 307 interviews were completed using listed sample and 100 interviews were completed from RDD sample. More than 19,000 phone numbers were attempted in order to complete the 407 interviews over a time span of slightly less than 400 interviewing hours.

The age distribution was monitored in an attempt to control for oversampling of residents age 55 and higher. As a result, the average age of the residents interviewed as part of the 2008 study is 51.7 years compared to 58.5 years in 2007.

B. Demographics

As noted previously, the age of the respondent was monitored and controlled via occasional quota controls to prevent an overrepresentation of older residents within the study sample. Not surprisingly, with the age controls, there are fewer retirees in the sample (32% vs. 41%) and the average length of residency in Tempe is also slightly lower (27 years vs. 33 years).

Table 2a: Respondent Demographics

Characteristic	2008 Total (n=407)	2007 Total (n=402)
Gender		
Male	42%	53%
Female	58%	47%
Age		
18 to 24	3%	2%
25 to 34	14%	6%
35 to 44	14%	10%
45 to 54	24%	20%
55 to 64	12%	23%
65+	32%	36%
Refused	1%	4%
Average Age	51.7 yrs	58.5 yrs
Employment Status		
Full-time	43%	42%
Retired	32%	41%
Part-time	11%	7%
House spouse	6%	6%
Student	5%	2%
Unemployed	3%	1%
Length of Residence		
<2 year	5%	2%
3-5 years	9%	6%
6-10 years	11%	10%
11-20 years	20%	19%
20 years+	55%	64%
Average Length	27 yrs	33 yrs

Table 2b: Respondent Demographics

Characteristic	2008 Total (n=407)
Annual Income*	
>\$20,000	7%
\$20-\$40,000	18%
\$40-60,000	15%
\$60-80,000	13%
\$80-\$100,000	11%
\$100,000+	15%
Refused	20%
Average Income	\$57,500
Education*	
Some HS	2%
HS graduate	8%
Some college	25%
College graduate	30%
Post graduate	34%
Refused	1%

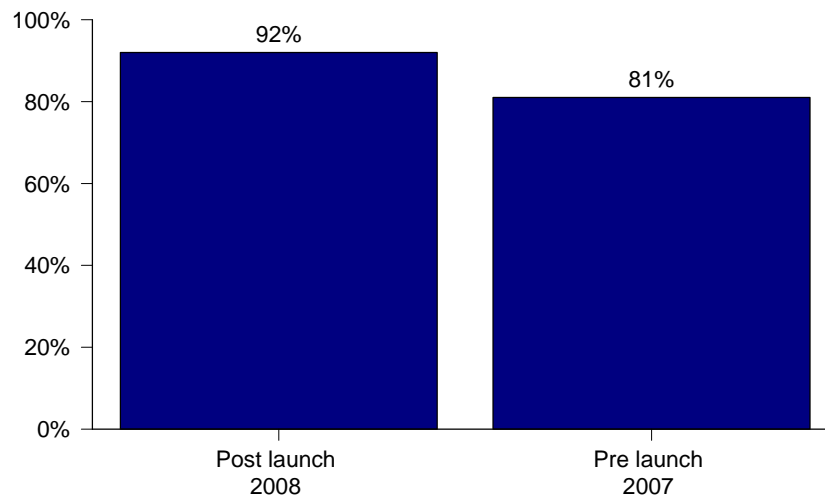
** Not asked of residents in the 2007 survey*

II. Awareness of Tempe's Neighborhood Circulator

A. Awareness of Program

Awareness of Tempe's neighborhood circulator service increased significantly from 2007, with virtually all residents aware of the circulator service (92% up from 81%). Awareness is highest among older residents (95% of those ages 35 or older vs. 81% of those under age 35) and residents with higher household incomes (96% of those with incomes over \$60,000 vs. 88% of those with lower incomes).

Awareness of Tempe's Neighborhood Circulator Program



2008 n=407; 2007 n=402

III. Neighborhood Circulator Experience

A. Orbit- Jupiter Circulator Users

Slightly more than two in five residents indicate they or someone in their household have used the Orbit-Jupiter circulator (42%). Interestingly, in 2007, 33% of Area 2 residents indicated they were “very likely” to use the circulator service in their area, so **the current level of ridership is significantly higher than would have been predicted by the 2007 research.**

Of these users, the majority report that they have personally used the service (75%) and two in five indicate their spouse or child has used the Orbit-Jupiter service (40% each). **More than two in five Orbit-Jupiter riders are new transit users (44%), reporting they had not used transit service in Tempe prior to using the Orbit-Jupiter neighborhood circulator.**

Table 3: Orbit-Jupiter Circulator Users

	2008 Total (n=407)
Used circulator	42%
Used Circulator	(n=171)
Self	75%
Child	40%
Spouse	40%
Roommate	4%
Other	11%
Used Tempe transit prior to circulator	
Yes	53%
No	44%
Don't know	3%

Q2a: Have you or someone in your household ever used the Orbit-Jupiter neighborhood circulator services?

IF YES in Q2 – Have you or anyone in your household ever used public transit in Tempe before using the Orbit-Jupiter

Neighborhood circulator? Q3: Including yourself, who in your household has used the Orbit-Jupiter neighborhood circulator service? Who else?

The following residents are most likely to report using the Orbit-Jupiter neighborhood circulator:

- Younger residents (45% 18 to 34; 48% 35 to 64; 31% 65+)
- Those with higher levels of education (30% some college or less; 46% college graduate; 52% post graduate)
- Higher income residents (31% of those with incomes under \$60,000 vs. 53% of those with incomes over \$60,000)

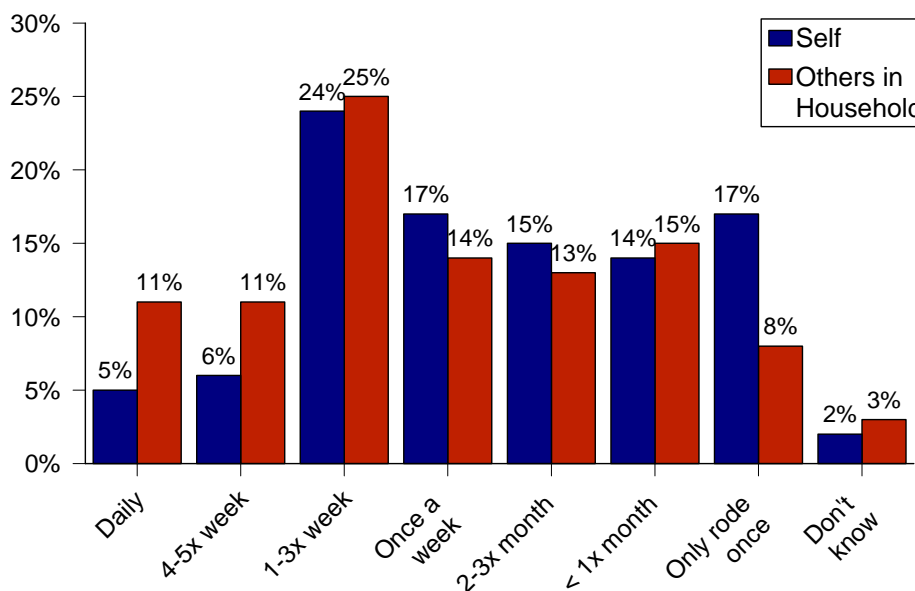
Older residents and high income residents who have used the Orbit-Jupiter service are more likely than those in comparable groups to indicate they have not used transit in Tempe prior to the Orbit-Jupiter circulator (46% of those ages 35 to 64 and 58% of those age 65+ report not using transit before compared to 23% of those under age 35; 51% of those with incomes over \$60,000 report not using transit before compared to 28% of those with lower incomes).

B. Frequency of Use

Overall, half of the residents who use the Orbit-Jupiter circulator report they personally use the service at least once a week (50%). This is particularly true of younger riders (62%) and employed riders (58%). **The reported frequency of ridership is even higher among other family members who use the service with 60% of those interviewed reporting that others in their household use the Orbit-Jupiter service at least once a week.** In fact, more than one in five (22%) report that their family members use the circulator at least 4 days a week (11%), if not every day (11%).

Orbit-Jupiter Frequency of Use

Among those who ride the neighborhood circulator



2008 Self n=126; Others n=119

C. Orbit-Jupiter Circulator Destinations

Residents are using the Orbit-Jupiter to travel to several Tempe destinations, the most popular being downtown Tempe (44%), ASU (32%), and the Tempe Library complex (20%).

Table 4: Orbit-Jupiter Circulator Destinations
Asked of households who use the circulator

Destinations	Total Sample (n=171)
Downtown Tempe	44%
ASU	32%
Tempe Library Complex	20%
School	13%
Tempe Marketplace	11%
Work	8%
To see where the route went	4%
Grocery store	2%
Park	2%
Post office	1%
Restaurant/bar	1%
Other	7%
Don't know	3%

Q5: What is your destination, or where do other members of your household go when using the Orbit-Jupiter neighborhood circulator service? Where else?

D. Circulator Alternatives

Most residents who use the Orbit-Jupiter service indicate they would drive their car to the destination in Tempe if they did not take the circulator (mentioned by 76%). Biking (21%) and walking (17%) are the next most likely modes to be used if the circulator service was not available. Females are more likely than males to indicate they would drive a car if the circulator service did not exist (82% vs. 68%); males are more likely to indicate they would walk (25% vs. 11% of females).

Table 5: Circulator Alternatives
Asked of households who use the circulator

Alternatives	Total Sample (n=171)
Car	76%
Bike	21%
Walk	17%
Take other bus route	9%
Ride from friend/family	1%
Would not have made the trip	1%
Other	5%
Don't know	1%

Q8: If the Orbit-Jupiter service did not exist, what mode of travel would you or someone in your household use to make these trips?

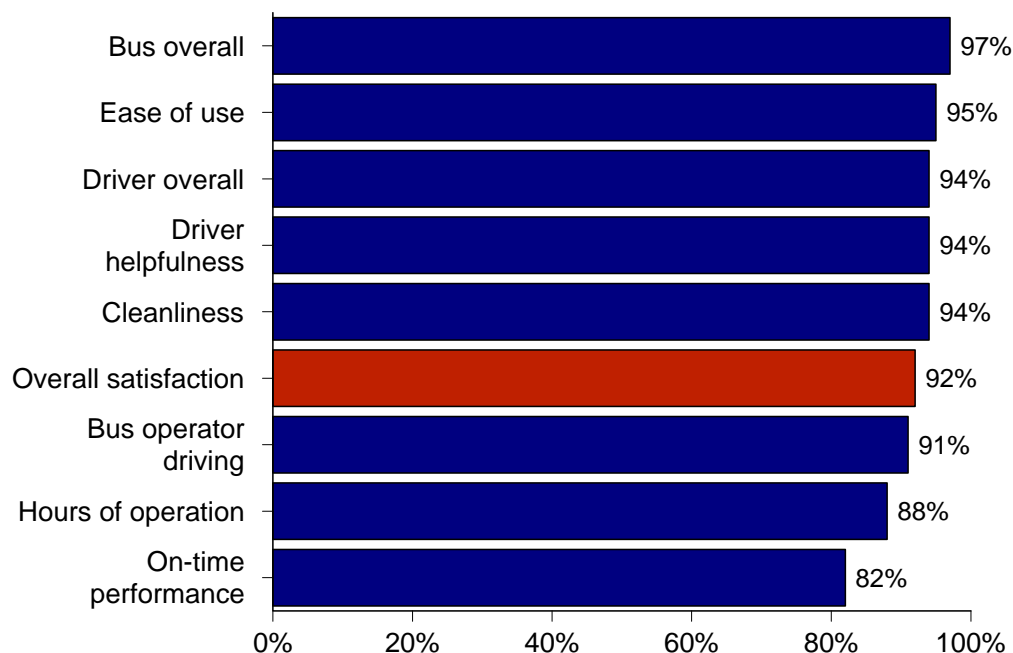
IV. Satisfaction Ratings

A. Overall Satisfaction with Orbit- Jupiter Service

Satisfaction with the Orbit-service is extremely high with the majority of riders giving a “4” or “5-very satisfied” rating overall (92%), as well as on the individual attributes evaluated (82% to 97%). The graph below shows that satisfaction is highest for the bus overall (97%) and the lowest level of satisfaction is with the perceived on-time performance of the buses (82%). A detailed evaluation of the satisfaction ratings is provided in the subsequent sections of the report.

Orbit-Jupiter Satisfaction Ratings

Those providing a 4/5 rating on a 5-point scale



2008 Asked of households who use the circulator n=171

Table 6 on the next page shows that not only does the majority of Orbit-Jupiter riders give a “4” or “5” rating for overall satisfaction with the services, three fourths of the riders indicate they are “very satisfied” (74%).

Table 6: Overall Satisfaction with Circulator
Asked of those who have used the circulator and have an opinion

Rating	Total Sample (n=171)
Average Rating	4.5
NET Satisfied (4+5)	92%
5 – Very satisfied	74%
4	18
3	6
2	1
1 – Not at all satisfied	1
Don't know*	3%

Q9: Overall, how would you rate your level of satisfaction with the Orbit-Jupiter neighborhood circulator service?

** Don't know percentages excluded from ratings & average.*

B. Driver Satisfaction Ratings

More than nine in ten riders indicate they are highly satisfied with the Orbit-Jupiter circulator drivers (91% to 94%), with at least seven in ten indicating they are “very satisfied” (70% to 76%). Satisfaction levels are consistent across all demographic groups.

Table 6: Driver Satisfaction

Asked of those who have used the circulator and have an opinion

Attribute	NET 4+5	Not at all Satisfied					Very Satisfied	Don't know*	Avg. Rating
		1	2	3	4	5			
Bus operator's driving	91%	-	1%	8	15%	76%		9%	4.7
Helpfulness of the driver	94%	1%	1%	4%	24%	70%		13%	4.6
Driver overall	94%	-	1%	5%	21%	73%		9%	4.7

Q6: Thinking about trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with...?

** Don't know percentages excluded from ratings.*

C. Bus Satisfaction Ratings

Orbit-Jupiter riders also express a high level of satisfaction with the buses, particularly the cleanliness (82% “very satisfied”) and the ease of using the bus (80%). Although still highly satisfied, riders are least likely to be “very satisfied” with the on-time performance of the buses (55%), however, only 4% indicate they are not satisfied with the on-time performance of the buses. Interestingly, older riders are more likely to indicate they are “very satisfied” with the on-time performance of the buses than younger riders (82% of those ages 65 and older compared to 44% of those under and 35 and 48% of those ages 35 to 64).

Table 7: Bus Satisfaction

Asked of those who have used the circulator and have an opinion

Attribute	NET 4+5	Not at all Satisfied					Very Satisfied	Don't know*	Avg. Rating
		1	2	3	4	5			
Bus overall	97%	-	1%	2%	19%	78%	8%		4.7
Ease of use	95%	1%	-	4%	15%	80%	8%		4.7
Cleanliness	94%	-	1%	5%	12%	82%	11%		4.8
On-time performance	82%	1%	3%	13%	27%	55%	17%		4.3

Q7: Thinking about the trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with...?

** Don't know percentages excluded from ratings & average.*

D. Hours of Operation Ratings

The majority of residents interviewed in 2008, like those interviewed in 2007, feel the hours of service for the Orbit-Jupiter circulator are appropriate (88%), with two thirds feeling the hours are “very appropriate.” Older residents are more likely than younger residents to indicate the hours are “very appropriate” (59% of those 18 to 34; 68% of those 35 to 64; and 71% of those age 65+). Orbit-Jupiter riders and non-riders are equally likely to give high ratings to the appropriateness of the circulator operating hours.

Table 8a: Hours of Operation

Rating	2008 Total (n=407)	2007 Likely to use the Service in Area 2 (n=265)
Average Rating	4.5	4.4
NET 4+5	88%	84%
5 – Very appropriate	68%	64%
4	20%	20%
3	7%	12%
2	2%	2%
1 – Not at all appropriate	2%	2%
Don't know*	7%	-

Q13: The hours of operation and frequency for the Orbit-Jupiter neighborhood circulator service are every 15 minutes between 6am and 10pm, 7 days a week. How appropriate do you feel that the hours and frequency for your area...?

** Don't know percentages excluded from ratings & average.*

For the few individuals who indicated that the Orbit-Jupiter's hours of operation were not appropriate (18 people), the focus seemed to be based on what they see in on the street - the perception that the mini-buses are empty or not being used (7 people) or that there are too many buses that are running too frequently (6 people). It should be noted that of the 18 people who feel that the circulator's hours are not appropriate, 15 have never used the Orbit-Jupiter service.

Table 8b: Reasons Hours of Operation Are Not Appropriate

Asked of those providing a "1" or "2" rating on a 5-point scale

Reasons	2008 Total (n=18)
It's empty/not used much	39% (7)
Too many buses/too frequent	33% (6)
Too many hours/runs too late/don't need on weekends	17% (3)
Should run earlier/later	11% (2)
Other	11% (2)
Don't know	17% (3)

*Q13: Why do you feel the hours and/or frequency of
service are not appropriate? What other reasons?*

E. Recommended Improvements

Expanding the routes and the hours/frequency of service are the primary suggestions for improving the Orbit-Jupiter neighborhood circulator service (Expand – 19%; longer hours – 12%; less wait time/more buses – 7% and 3%). Two in five riders did not offer any suggestions for improving the service and an additional 12% simply indicate “everything is great.”

Table 10: Recommended Improvements
Asked of those who have used the circulator

Suggestions	2008 Total (n=171)
Extend/expand the route	19%
It's great/wonderful/terrific/happy with it	12%
Have it run later in the evening/in the morning	8%
Waiting time is too long/shorten the wait time	7%
Maps of the routes/schedules/maps that are not confusing	5%
More buses on the routes	3%
More direct routes	3%
Other	6%
Don't know/nothing	42%

Q10: Is there anything you would change or improvements you would suggest for the Orbit-Jupiter service? What else?

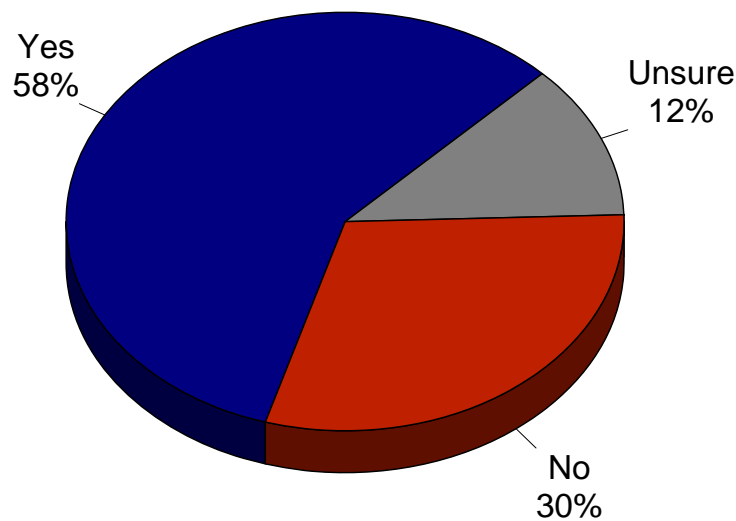
V. Non-Users

A. Plans for Future Circulator Use

Interestingly, in addition to the 42% of residents who have already used the Orbit-Jupiter neighborhood circulator service, almost three in five non-users (58%; or an additional 33% of the total sample), indicate they plan on using the circulator at some time in the future. Female non-riders were more likely than males to indicate they plan to use the system at some point in the future (63% vs. 52%).

Future Circulator Use

Do you plan on using the Orbit-Jupiter neighborhood circulator service at some time in the future?



*Asked of those who do NOT use the circulator
2008 n=236*

B. Reasons for Not Using Circulator

The reasons given for not being likely to use the Orbit-Jupiter circulator are essentially the same as those given by Area 2 residents in 2007 who also indicated they were unlikely to use the service. **The two primary reasons for not riding the neighborhood circulator are a preference for driving themselves (56%) or a perception that the service does not go where they need to go (16%).**

Table 11: Reasons Not Likely to Use Orbit-Jupiter Circulator
Asked of those saying "No"

Reasons	2008 Total (n=70)	2007 Area 2 Not likely to use circulator in their area (n=145)
I have a car/would rather drive/don't need it	56%	39%
Doesn't go where I need to go	16%	25%
Not familiar with the routes/don't know enough/ never see them	9%	-
The route is not close to where I live/doesn't come by me	7%	8%
I live close to where we go	6%	2%
Don't go out much/don't go many places	6%	10%
Handicapped/disabled/health problems	4%	6%
Too old	4%	4%
Unsure it will be reliable or come on time	3%	-
Oppose it	3%	4%
Buses would add to traffic/too much traffic already	2%	1%
Doesn't run the times that I need it	1%	2%
Would rather walk/bike	-	10%
Don't want to wait at bus stop	-	2%
Too slow	-	4%
Don't know/other	1%	15%

*Q12: Why are you not likely to use the Orbit-Jupiter neighborhood circulator service?
What other reasons?*

IV. Level of Support for Orbit-Jupiter Neighborhood Circulator

A. Support or Oppose Orbit-Jupiter service in their Area

Area residents are significantly more supportive of the circulator service in their area now that the circulators are running than they were in 2007, prior to the start of service (86% “4” or “5” rating vs. 72%). In particular, the percentage of the residents who are “very supportive” increased almost 20 points from 56% to 75% and the percentage indicating they are opposed decreased from 11% to 3%.

The level of support for the Orbit-Jupiter neighborhood circulator increases as the age of the resident decreases (81% “4” or “5” rating for those ages 65+; 88% for those ages 35 to 64; 90% for those ages 18 to 34). In addition, residents newer to the area are more supportive of the circulator than longer-term residents (92% of those living in the area less than 20 years vs. 80% of those living in the area more than 20 years).

**Table 12a: Level of Support for Orbit-Jupiter Circulator
– IN YOUR AREA**

Level of Support	2008 Total (n=407)	2007 Total (n=402)
Avg. Rating	4.6	4.1
NET Support	86%	72%
5 – Strongly Support	75%	56%
4	11	16
3	8	14
2	1	3
1 – Strongly Oppose	2	8
Don’t know/Refused	3	2

Q14: Do you support or oppose the Orbit-Jupiter neighborhood circulator service in your area, regardless of whether you personally use the service or not?

Only 13 residents indicated they are opposed to the Orbit-Jupiter circulator service in their area and the reasons for their opposition to the service are significantly different than the reasons given by those indicating opposition to the service in their area in 2007. **Opposition this year is primarily related to perception that the resident does not personally need the service** (have a car – 31%; doesn't go where I need to go – 15%; would rather walk/bike – 15%), whereas in 2007 residents did not want to pay extra taxes for the service, were concerned about additional traffic in the neighborhoods and/or parking issues, as well as concerned about the safety of bikers or kids in the neighborhoods or the potential impact on crime in the area.

Table 12b: Reasons Oppose Neighborhood Circulator – IN YOUR AREA
Among those given a “1”, “2” or “Don't know” response

Reasons	2008 Total (n=13)	2007 Total * (n=91)
I have a car/ wouldn't benefit me	31% (4)	10%
Brings more traffic/already too much traffic	15% (2)	19%
Doesn't go where I need to go	15% (2)	-
Would rather walk/bike	15% (2)	-
Need a car for work	8% (1)	-
Already use regular bus system	8% (1)	-
Don't go out much	8% (1)	-
Doesn't run the times I need it	8% (1)	-
Don't want to pay extra taxes for it/ expensive/ waste of money	-	24%
Don't have enough information	-	12%
Don't like the route/ should be on Mill	-	11%
Don't want people parking here/ already a parking problem	-	11%
Dangerous for bikers, kids, handicapped, pets	-	9%
Don't think enough people would use it	-	7%
It will add crime/ low income people/ bring down home value	-	7%
No necessary/ not needed	-	4%
It would add pollution	-	2%
Other (includes all responses 1% or less)	8% (1)	12%
Don't know	8% (1)	4%

Q14a: Why are you opposed to neighborhood circulator service in your area?

**Data presented is for all residents opposed in 2007, not just Area 2 residents.*

B. Support on Their Street

One in four residents (24%) indicate the Orbit-Jupiter neighborhood circulator mini-buses travel on the street where they live. **Support for the neighborhood circulator buses traveling on the streets where the resident lives is significantly higher now than it was when residents were anticipating the service. In fact, almost nine in ten residents who report the circulator buses run on their street (87%) indicate they are highly supportive of the circulator, with 75% indicating they “strongly” support the circulator traveling on their street. This compares to 61% of the residents who were highly supportive in 2007.**

Table 13a: Level of Support for Circulator– ON YOUR STREET
Asked of those who indicated the circulator travels on their street

Level of Support	2008 Total (n=99)	2007 Total Area 2 residents (n=402)
Avg. Rating	4.5	3.7
NET Support	87%	61%
5 – Strongly Support	75%	45%
4	12%	16%
3	7%	15%
2	1%	5%
1 – Strongly Oppose	4%	16%
Don’t know/Refused	1%	3%

Q15a: Do you support or oppose the Orbit-Jupiter neighborhood circulator mini-buses continuing to travel on your street, regardless of whether you personally use the service or not?

V. Final Comments Offered by Residents

At the conclusion of the interview, residents were asked if there were any additional comments they wanted to share with the City of Tempe regarding the proposed neighborhood circulator service. **The vast majority of the final comments offered are positive remarks about the service, with the primary comments offering support for the service and expressing a desire for the service to be continued and/or expanded.**

Table 14: Additional Comment from Residents

Comments	2008 Total (n=407)
It's a great idea/support it/continue the service	29%
Expand the service/more streets/more destinations	5%
Need more information/unclear on some things	4%
Expand the hours/24 hours/early morning/late night	4%
Its good for the elderly/people without cars/students/ a lot of people need it/use it	3%
Won't come close enough to me	2%
Will reduce traffic/ get people out of cars	2%
I like that its free/keep it free	2%
Don't want people parking in the area	1%
Should connect to other mass transportation in the city	1%
Other (mentioned by less than 1%)	16%
Don't know/nothing	44%

Q16: Are there any other comments you would like to share with the City of Tempe regarding the proposed neighborhood circulator service?

Tempe Neighborhood Orbit-Jupiter Circulator WEB Survey

Prepared for:

The City of Tempe
Transportation Division

Spring 2008



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I. Introduction

A. Background and Methodology

The City of Tempe's Transportation Division commissioned WestGroup Research, Inc. of Phoenix to conduct a research study with Tempe residents living in the area served by the Orbit Jupiter neighborhood circulator route, namely residents living east of Mill Avenue, west of McClintock Drive and between Apache Boulevard and the US 60.

This report presents the results of a web survey made available to area residents in addition to a telephone study also completed by WestGroup with residents in the targeted area. Since the telephone survey involved a random sample of residents in the area served by the Orbit-Jupiter shuttle, the City felt it was important to offer an opportunity for all residents potentially affected by the circulator service to respond to the survey questions, hence the web survey was publicized as an additional avenue for public input about the Orbit-Jupiter service. This represents the second wave of research conducted with residents living in this area. The first study was conducted in April 2007, before the Orbit-Jupiter neighborhood circulator service officially started. Results will be compared to data collected during the subsequent wave as appropriate.

Prior to the telephone survey, the City of Tempe Transportation Division mailed a postcard to all residents in the area served by the Orbit-Jupiter shuttle that informed residents that a survey was being done in order to garner feedback on the service, as well as inform them of a public meeting being held on April 8th at the Tempe Public Library. Residents were encouraged to participate in the telephone survey if they were contacted, however, they were also given a URL address that would link them to a separate web-based version of the survey. The web link was provided so that all residents would have an opportunity to provide input to the City, even if they were not contacted as part of the scientific telephone study. In addition, residents were also provided a phone number to request a paper copy of the survey if they did not have Internet access. Data from the completed telephone surveys are provided under separate cover.

This report presents the results of 106 surveys that were completed online (n=91) or mailed in (n=15) by Tempe residents. It is important to note that the opinions expressed in these surveys are not statistically representative of the population of Tempe residents living within the area served by the Orbit-Jupiter shuttle because it was an "opt in" study. This means only residents with Internet access and/or a desire to respond by mailing in the survey completed the study, as opposed to the telephone study in which residents were randomly contacted to provide their opinion regardless of their knowledge or interest in the neighborhood circulator program.

Residents were allowed to complete both the telephone and web surveys. However, there was a potential bias in the web survey data due to individual households being represented in both studies; or multiple individuals within the same household completing the web survey. As a result, the databases of the two studies were searched for matching addresses. It should be noted that only 1 person who completed the telephone survey in 2008 indicated they had also completed the web survey and approximately 12 duplicate addresses were found among those completing the web survey.

B. Demographics

Overall, slightly more females than males completed the survey online (57% compared to 43%). As seen previously, those completing the survey online were slightly younger and more likely to be employed full-time; although the difference is less pronounced than it was in 2007. In addition, these residents have lived in Tempe for a fewer number of years and are significantly more likely to have a college degree and a higher annual income than those who completed the phone survey.

Table 1a: Respondent Demographics

Characteristic	2008 Telephone (n=407)	2008 WEB (n=106)	2007 WEB (n=402)
Gender			
Male	42%	43%	50%
Female	58%	57%	50%
Age			
18-24	3%	3%	9%
25-34	14%	14%	25%
35-44	14%	21%	21%
45-54	24%	25%	19%
55-64	12%	17%	18%
65+	32%	19%	8%
Refused	1%	1%	-
Average Age	51.7 yrs	48.8 yrs.	41.4 yrs.
Employment Status			
Full-time	43%	62%	59%
Retired	32%	20%	6%
Part-time	11%	7%	-
House spouse	6%	5%	13%
Student	5%	6%	12%
Unemployed	3%	1%	5%
Length of Residence			
<2 year	5%	4%	12%
3-5 years	9%	10%	17%
6-10 years	11%	13%	16%
11-20 years	20%	28%	21%
20 years+	55%	45%	32%
Average Length	27 yrs	24 yrs	50yrs

Table 1b: Respondent Demographics

Characteristic	2008 Telephone (n=407)	2008 WEB (n=106)
Annual Income*		
>\$20,000	7%	8%
\$20-\$40,000	18%	10%
\$40-60,000	15%	21%
\$60-80,000	13%	8%
\$80-\$100,000	11%	12%
\$100,000+	15%	20%
Refused	20%	21%
Average Income	\$57,500	\$61,800
Education*		
Some HS	2%	-
HS graduate	8%	2%
Some college	25%	18%
College graduate	30%	32%
Post graduate	34%	48%
Refused	1%	-

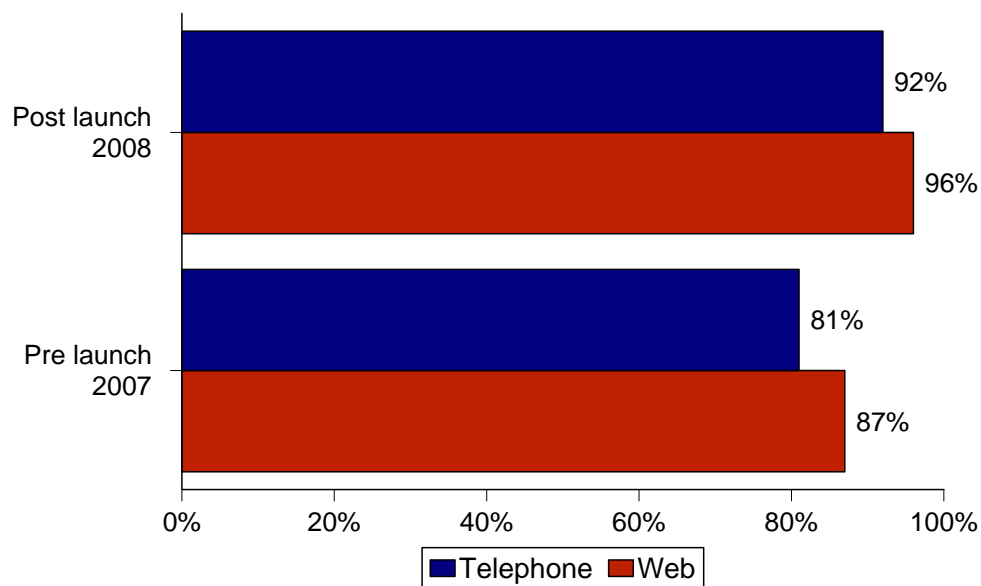
** Not asked of residents in the 2007 survey*

II. Awareness of Tempe's Neighborhood Circulator

A. Awareness of Program

Unsurprisingly, awareness of the Orbit-Jupiter neighborhood circulator has increased significantly since its launch. While awareness is high among both populations, web respondents continue to be significantly more likely to be aware of the program than telephone respondents.

Awareness of Tempe's Neighborhood Circulator Program



Telephone: 2008 n=407; 2007 n=402 Web: 2008 n=106; 2007 n=402

III. Neighborhood Circulator Experience

A. Circulator Users

Web respondents are significantly more likely to say that they or someone in their household has used the Orbit-Jupiter service (78% vs. 42%), with the majority reporting they have personally used the service (84%). Both groups indicate that approximately two out of five have a child or spouse who has used the service, while web respondents are slightly more likely to report that a roommate or other family member has ridden the circulator (23% vs. 8%). More web respondents also indicate they had used Tempe transit service prior to the circulator's launch.

Table 2: Circulator Users

	2008 Telephone (n=407)	2008 WEB (n=106)
Used circulator	42%	78%
Used Circulator	(n=171)	(n=83)
Self	76%	84%
Child	40	42
Spouse	41	41
Roommate	4	13
Other family member	4	10
Used Tempe transit prior to circulator	53%	61%

Q2a: Have you or someone in your household ever used the Orbit-Jupiter neighborhood circulator services?

IF YES in Q2 – Have you or anyone in your household ever used public transit in Tempe before using the Orbit-Jupiter Neighborhood circulator? Q3:

Including yourself, who in your household has used the Orbit-Jupiter neighborhood circulator service? Who else?

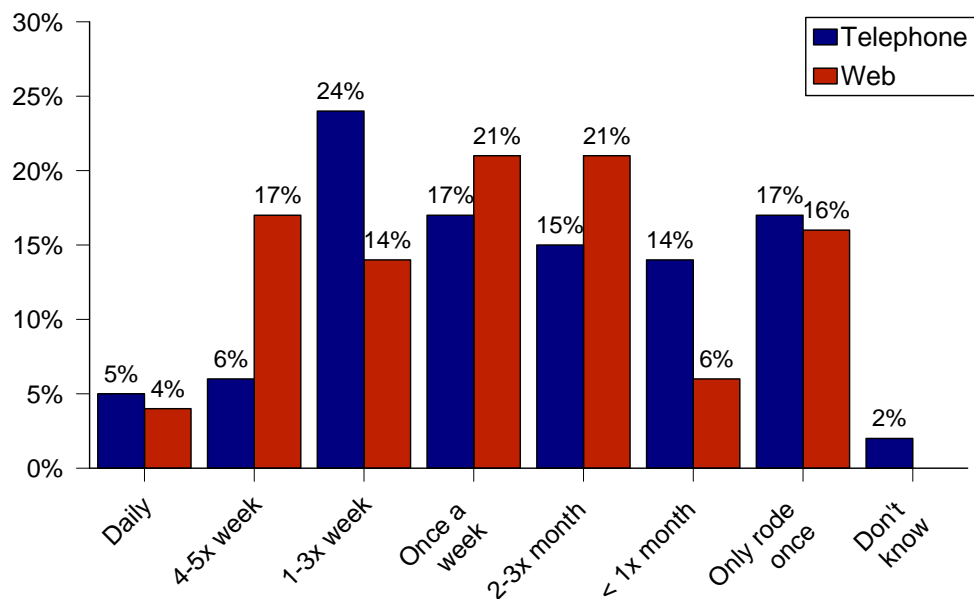
B. Frequency of Use

1. Self

Web respondents are significantly more likely to report that they ride the Orbit-Jupiter mini-bus on a regular basis than those who responded to the telephone study (17% ride 4-5 times per week vs. 6%). In fact, more than half report riding at least once a week (56%).

Orbit-Jupiter Frequency of Use - SELF

Among those who ride the neighborhood circulator



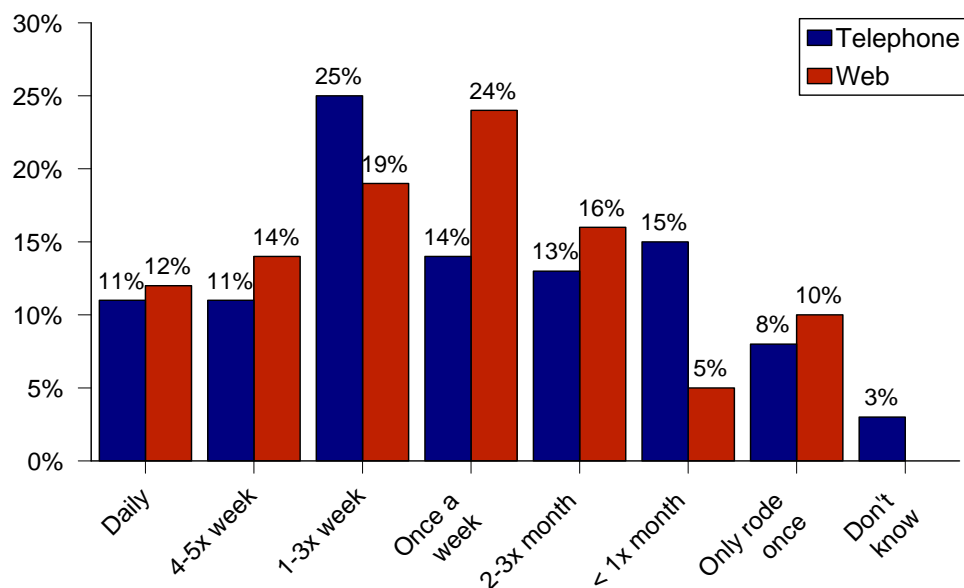
2008 Self Telephone n=126; Self Web n=70

2. Others

Continuing this trend, web respondents indicate that others in their household are also frequent riders (69% riding at least once a week). It should be noted that those completing the telephone study are significantly more likely to report that others in their household ride the Orbit-Jupiter service less than once a month (15% vs. 5%).

Orbit-Jupiter Frequency of Use - OTHERS

Among those who ride the neighborhood circulator

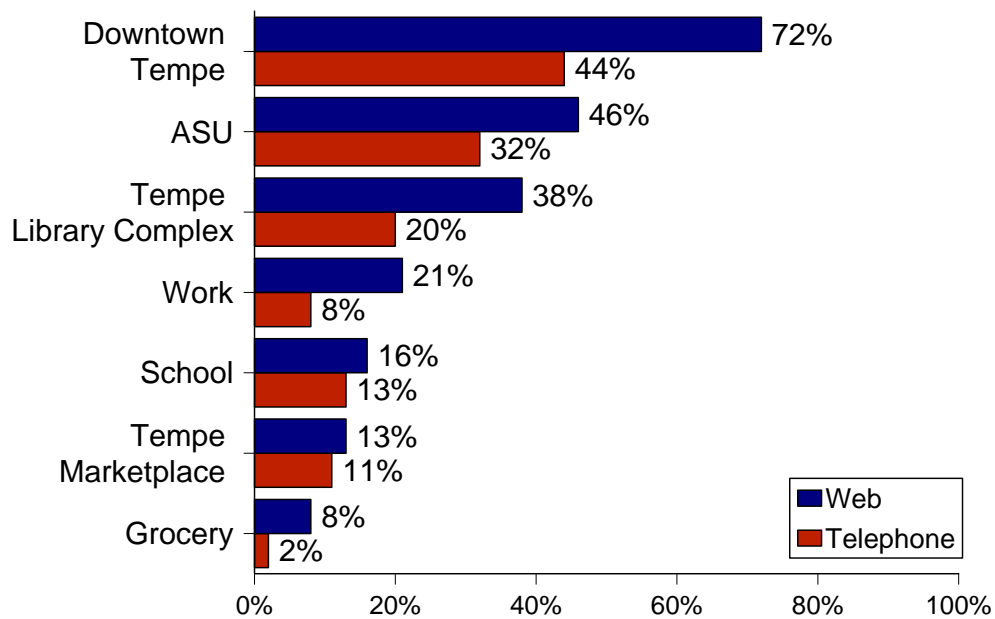


2008 Others in household Telephone n=126; Others Web n=58

C. Circulator Destinations

Across the board, the top Orbit-Jupiter destinations are downtown Tempe, ASU and the Tempe Library Complex. Unsurprising, considering web respondents higher frequency of use, they are also significantly more likely than telephone respondents to cite these destinations, as well as other destinations such as work or the grocery store. Table 3 on Page 10 details the list of destinations provided.

Top Circulator Destinations



2008 Asked of households who use the circulator Telephone n=167; Web n=82

Table 3: Circulator Destinations
 Asked of households who use the circulator

Destinations	2008 Telephone (n=167)	2008 WEB (n=82)
Downtown Tempe	44%	72%
ASU	32	46
Tempe Library complex	20	38
Work	8	21
School	13	16
Tempe Marketplace	11	13
Grocery store	2	9
Multi-Gen Center	1	4
Park	2	2
Post office	1	2
Church	1	2
Restaurant/bar	1	1
Friend's/relative's house	1	1
To see where route went	4	-
Home	1	-
Rural & Southern	1	-
Other	4%	6%
Don't know	3	2

Q5: What is your destination, or where do other members of your household go when using the Orbit-Jupiter neighborhood circulator service? Where else?

D. Circulator Alternatives

While both telephone and web respondents indicate that they most likely would have used a car to make these trips if the circulator did not exist, those completing the web survey are significantly more likely to say they would not have made the trip (23% compared to 1% for telephone respondents).

Table 4: Circulator Alternatives
Asked of households who use the circulator

Alternatives	2008 Telephone (n=171)	2008 WEB (n=83)
Car	76%	83%
Walk	17%	37%
Bike	21%	36%
Would not have made the trip	1%	23%
Take other bus route	9%	19%
Ride from friend/family	1%	12%
Other	5%	1%
Don't know	1%	-

Q8: If the Orbit-Jupiter service did not exist, what mode of travel would you or someone in your household use to make these trips?

IV. Satisfaction Ratings

A. Driver Satisfaction Ratings

The majority of Orbit-Jupiter riders indicate they are satisfied with the bus's operators (94%). Interestingly, web respondents indicate the highest level of satisfaction with the bus operator's driving and did not rate them quite as high on helpfulness as did riders interviewed via the telephone survey.

Table 5: Driver Satisfaction

Asked of those who have used the circulator and have an opinion

Attribute	Phone NET 4+5	WEB NET 4+5	Very Unsatisfied					Very Satisfied		DK*
			1	2	3	4	5			
Bus operator's driving	91%	94%	-	1%	5%	20%	74%	-	-	-
Driver overall	94%	93%	-	-	7%	28%	65%	-	-	-
Helpfulness of the driver	94%	90%	1%	1%	7%	24%	66%	4%	-	-

Q6: Thinking about trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with...?

** Don't know percentages excluded from ratings.*

B. Bus Satisfaction Ratings

Again, most riders report that they are satisfied with the Orbit-Jupiter mini-buses (97%). Web respondents are most satisfied with the bus's cleanliness (significantly more so than telephone respondents - 92% vs. 82% rating it a 5 "very satisfied"), and gave the lowest ratings for the bus's on-time performance (84%).

Table 6: Bus Satisfaction

Asked of those who have used the circulator and have an opinion

Attribute	Phone NET 4+5	WEB NET 4+5	Not at all Satisfied					Very Satisfied	Don't know*
			1	2	3	4	5		
Cleanliness	94%	98%	-	-	2%	6%	92%	-	-
Bus overall	97%	96%	-	-	4%	18%	78%	-	-
Ease of use	95%	95%	-	-	5%	8%	87%	-	-
On-time performance	82%	84%	-	4%	12%	28%	56%	2%	-

Q7: Thinking about the trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with...?

** Don't know percentages excluded from ratings & average.*

C. Hours of Operation Ratings

Similar to findings from the prelaunch in 2007, residents who completed survey online are significantly less likely to report satisfaction with the hours that the neighborhood circulator operates than those who completed the survey via telephone (78% providing a 4+5 rating compared to 88%). While telephone respondents are slightly more likely to rate the hours of operation as a “5-very appropriate,” web respondents are significantly more likely to rate them a “3.”

Interestingly, in 2007, prior to the circulator’s launch, 16% of web respondents indicated that the hours for the circulator were “1-not at all appropriate,” while since the circulator’s launch web respondents are significantly less likely to feel this way (5%).

Table 7: Hours of Operation

Rating	2008 Telephone (n=407)	2008 WEB (n=106)	2007 WEB (n=263)
NET 4+5	88%	78%	76%
5 – Very appropriate	68%	57%	64%
4	20	20	12
3	7	16	4
2	2	2	3
1 – Not at all appropriate	2	5	16
Don’t know*	7%	3%	-

Q13: The hours of operation and frequency for the Orbit-Jupiter neighborhood circulator service are every 15 minutes between 6am and 10pm, 7 days a week. How appropriate do you feel that the hours and frequency for your area...?

** Don’t know percentages excluded from ratings & average.*

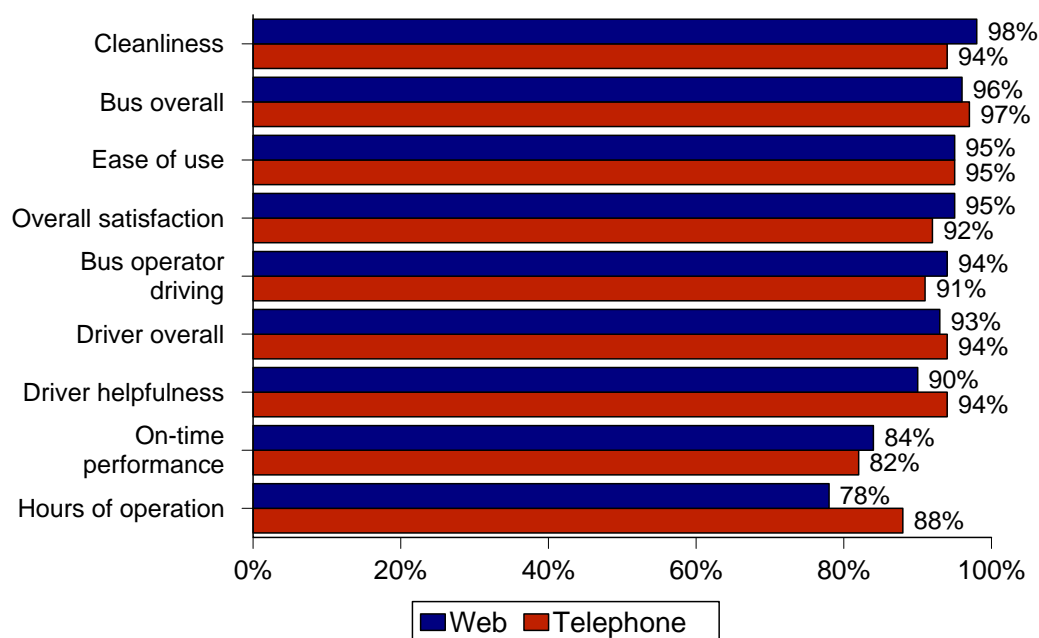
D. Overall Satisfaction

Overall web respondents provide highest satisfaction ratings for cleanliness of the Orbit-Jupiter circulator shuttle, the bus overall, ease of use and overall satisfaction with the service.

Telephone respondents rated the bus overall, ease of use, bus operator driving and driver helpfulness most highly. Both groups indicate that the areas of least satisfaction are hours of operation and on-time performance.

Orbit-Jupiter Satisfaction Ratings

Those providing a 4/5 rating on a 5-point scale



2008 Asked of households who use the circulator Telephone n=171; Web n=103

Nine out of ten riders indicate that overall they are satisfied with the Orbit-Jupiter neighborhood circulator service, (92% telephone and 95% web); with the majority indicating they are “very satisfied.”

Table 8: Overall Satisfaction with Circulator
 Asked of those who have used the circulator and have an opinion

Rating	2008 Telephone (n=171)	2008 WEB (n=83)
NET 4+5	92%	95%
5 – Very satisfied	74%	83%
4	18%	12%
3	6%	4%
2	1%	1%
1 – Not at all satisfied	1%	-
Don't know*	3%	-

Q9: Overall, how would you rate your level of satisfaction with the Orbit-Jupiter neighborhood circulator service?

** Don't know percentages excluded from ratings & average.*

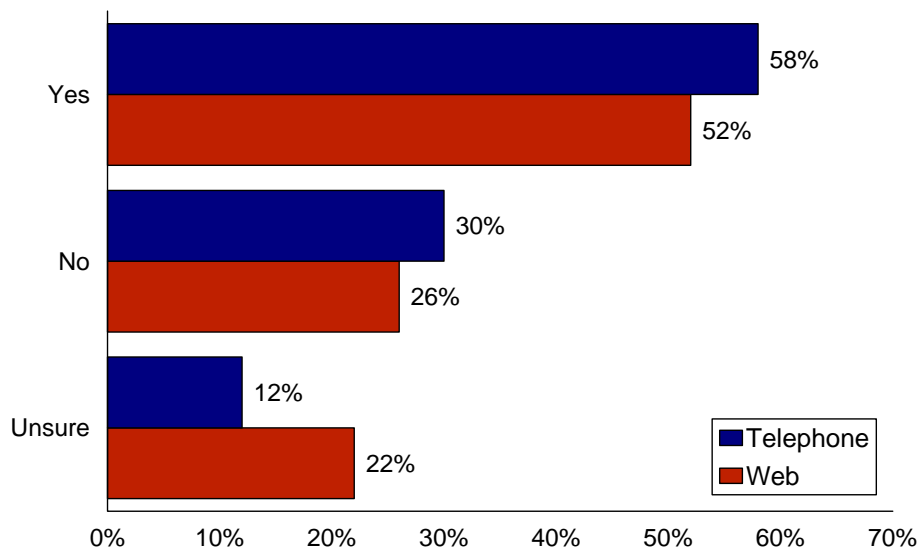
V. Non-Users

A. Plans for Future Circulator Use

At least half of residents who said they had not used the Orbit-Jupiter service indicate that they would do so at some time in the future (52% of web and 58% of telephone respondents).

Future Circulator Use

Do you plan on using the Orbit-Jupiter neighborhood circulator service at some time in the future?



Asked of those who do NOT use the circulator: Telephone 2008 n=236; Web n=23

B. Reasons for Not Using Circulator

For residents who have not used the Orbit-Jupiter service and indicate that they are not likely to do so in the future, the reasons primarily center on a stated preference for driving their own car. Only six individuals who completed the survey online reported resistance to using the circulator, three because they oppose it and two because they do not believe it is safe, and one because they only travel with their pet.

Table 9: Reasons for Not Using Orbit-Jupiter Circulator

Reasons	2008 Telephone (n=70)	2008 WEB (n=6)
Oppose it	3%	50% (3)
I have a car/would rather drive	51%	33% (2)
Safety issues/not safe	-	33% (2)
Would rather bike/walk	-	17% (1)
Our pet travels with the family		17% (1)
Doesn't go where I need to go	16%	-
Not familiar with routes/don't know enough about it	9%	-
Route is not close to where I live	7%	-
I live close to where we go	6%	-
Don't go out much	6%	-
I'm too old	4%	-
I'm handicapped/health problem	4%	-
Doesn't run when I need	1%	-
Buses add to traffic	1%	-
Unsure about reliability	1%	-
Don't know	1%	-

Q12: Why are you not likely to use the Orbit-Jupiter neighborhood circulator service?

IV. Level of Support for Neighborhood Circulator

A. Support in Their Area

While residents overall strongly support the Orbit-Jupiter circulator in their area, those completing the survey online are significantly more likely to say they “strongly support” the service (86% compared to 75% for telephone respondents). It should be noted that web respondent’s support has increased significantly since the shuttles launch (77% NET support in 2007 compared to 91% currently).

Table 10a: Level of Support for Circulator– IN YOUR AREA

Level of Support	2008 Telephone (n=407)	2008 WEB (n=106)	2007 WEB (n=402)
NET Support	86%	91%	77%
5 – Strongly Support	75%	86%	73%
4	11%	5%	5%
3	8%	2%	2%
2	1%	1%	4%
1 – Strongly Oppose	2%	7%	18%
Don’t know/Refused	3%	-	-

Q14: Do you support or oppose the Orbit-Jupiter neighborhood circulator service in your area, regardless of whether you personally use the service or not?

Table 10b: Reasons for Circulation Opposition – IN YOUR AREA
Those Rating Support a “1” or “2”

Reason	2008 Telephone (n=13)	2008 WEB (n=8)
I have a car/rather drive	31% (4)	88% (7)
Doesn't run times I need	8% (1)	38% (3)
Don't live on through street	-	25% (2)
Rather bike/walk	15% (2)	13% (1)
I use the regular bus system	8% (1)	13% (1)
I'm too old	-	13% (1)
Oppose it	-	13% (1)
I live close to where we go	-	13% (1)
Buses add to traffic	15% (2)	-
Doesn't go where I need	15% (2)	-
Need a car for work	8% (1)	-
It duplicates public transit	8% (1)	-
Don't go out much	8% (1)	-
Don't know	8% (1)	-

Q14a: Why are you opposed to the Orbit-Jupiter neighborhood circulator service in your area?

B. Support on Their Street

Approximately one in five residents report that the Orbit-Jupiter shuttle travels on the street where they live (22% web respondents and 24% of telephone respondents). Of those residents, most are supportive of the service traveling on their street. Support ratings for the circulator service indicate that these residents are less likely to “strongly oppose” the service after seeing it in operation than they were prior to its launch (13% vs. 22%). However, as in 2007, residents completing the web survey were more likely to indicate opposition to the circulator running on their street than those interviewed via the telephone survey (13% vs. 4%).

Table 11: Level of Support for Circulator– ON YOUR STREET
Asked of those who indicated the circulator travels on their street in 2008*

Level of Support	2008 Telephone (n=99)	2008 WEB (n=23)	2007 WEB* (n=402)
NET Support	87%	82%	73%
5 – Strongly Support	75%	65%	68%
4	12%	17%	5%
3	7%	4%	3%
2	1%	-	3%
1 – Strongly Oppose	4%	13%	22%
Don't know/Refused	1%	-	-

Q15a: Do you support or oppose the Orbit-Jupiter neighborhood circulator mini-buses continuing to travel on your street, regardless of whether you personally use the service or not?

** In 2007, prior to the shuttles launch, the question was asked about support in general and was asked of everyone in Area 2.*

C. Suggested Changes and Improvements

More than one fourth of web survey respondents express satisfaction with the Orbit-Jupiter service when asked to offer suggestions or changes; significantly more than those who completed the survey via telephone. In fact, telephone respondents are most likely to report that they did not have any suggestions (42% vs. 10%).

Top mentions for web respondents include suggestions to extend the route, offer maps, schedules or more signage and more direct routes. Telephone respondents top mentions include extending the route, extending the hours and addressing wait times.

Table 12: Suggestions for Orbit-Circulator Service

Suggestion	2008 Telephone (n=167)	2008 WEB (n=62)
It's great/happy with it	12%	27%
Extend the route	19%	18%
Maps of routes/schedules/signs	5%	11%
More direct routes	3%	10%
Have it run earlier/later	8%	8%
Wait time is too long	7%	8%
Slow down/drive smoother	-	8%
Run too frequent/buses always empty	-	7%
Friendlier drivers	-	7%
Too much trash/loitering in yards	-	2%
Cancel the service	-	2%
More buses	3%	-
Other	7%	13%
Don't know	42	10

Q10: Is there anything you would change or improve you would suggest for the Orbit-Circulator service? What else?

VII. Comments

Overall, most respondents agree that the Orbit-Jupiter Service is a great idea and a great service. Residents recognize its value for the students, the elderly and those without a vehicle and are hoping that it will help reduce traffic, help with parking, and offer an alternative in light of recent gas price increases.

Web respondents are significantly more likely than those who completed the telephone survey to express appreciation for the service, as well as to offer feedback (44% of telephone respondents did not offer any feedback compared to 5% of those answering via the web). Those completing the online survey recognized the circulator's value as an alternative to downtown parking and its potential to reduce traffic, and are significantly more likely to suggest that the service should extend its hours and connect to other mass transit. On the other hand, web respondents are also more likely to express negative feedback about the cost of the service for taxpayers.

Table 13: Suggestions for Orbit-Circulator Service

Suggestion	2008 Telephone (n=398)	2008 WEB (n=81)
Positive comments		
It's a great idea/great service	29%	48%
Good for elderly/students/people who need it	3%	21%
It will reduce traffic	2%	9%
Will help downtown parking problems	-	6%
Will help with gas situation	3%	-
Operational suggestions		
Extend the hours	4%	14%
Expand the service/more destinations	5%	6%
Need more information/maps	4%	-
Won't come close enough to me	2%	-
I like that its free/keep it free	2%	1%
Connect to other mass transit	1%	4%
Too frequent	1%	3%
Negative comments		
Waste of money/expensive tax use	-	5%
Worried about people it will bring (crooks, transients etc.)	1%	3%
Other (1% or less consensus)	21%	15%
Don't know	44%	5%

Q16: Are there any other comments you would like to share with the City of Tempe regarding the Orbit-Jupiter neighborhood circulator service?

**City of Tempe Transit – Orbit Jupiter
Questionnaire – March 2008**

Initial sample Targeted sample; N = 400; English and Spanish

Good _____. This is _____ calling from WestGroup Research on behalf the City of Tempe Transportation Division. We are conducting a survey with Tempe residents about important issues affecting the City's transit system. This is not a telemarketing call; we simply want your opinions on a variety of issues important to Tempe residents.

- SCR1. Are you a Tempe resident?
Yes – CONTINUE
No – THANK AND TERMINATE

FOR THE WEB SURVEY: Have you completed a telephone survey regarding the Neighborhood Circulator service?

IF YES: Thank you, but this is the same survey and it is not necessary to complete both the telephone and the web survey. However, if you wish to complete the web survey as well please press any key to continue.
IF NO: CONTINUE

The questions we are going to ask you are based on where you live in Tempe. I need to ask you a series of questions about where you live in Tempe to help me determine the other questions to ask. Thank you in advance for your help on these, we'll go through these as quickly as we can to get to the survey.

- SCR2. Do you live north or south of Apache Boulevard?
a. North - THANK AND TERMINATE I'm sorry we are only talking with residents who live South of Apache Boulevard. Thank you for your time
b. South – CONTINUE

- SCR3. Do you live north or south of US 60 – the Superstition Freeway?
a. North – CONTINUE
b. South – THANK AND TERMINATE – I'm sorry we are only talking with residents who live North of the freeway. Thank you for your time.

- SCR4. Do you live east or west of Mill Avenue?
a. East – CONTINUE
b. West – THANK AND TERMINATE – I'm sorry we are only talking with residents who live east of Mill.

- SCR5. Do you live east or west of McClintock Drive?
a. West – CONTINUE
b. East – THANK AND TERMINATE – I'm sorry we are only talking with residents who live West of McClintock Drive. Thank you for your time.

- SCR6. What is your age:
a. 18 to 24
b. 25 to 34
c. 35 to 44
d. 45 to 54
e. 55 to 64
f. 65+
g. Refused

Thank you, we now have just a few questions to ask you.

1. Are you aware of Tempe's Orbit-Jupiter Neighborhood Circulator mini-bus program?
Yes/No/DK
2. The Orbit-Jupiter Neighborhood Circulator is a free bus route that travels through neighborhoods using small shuttles connecting residents with surrounding local destinations like schools, shopping or parks, or to connect to major bus routes or the future light rail transit line. Have you or someone in your household ever used the Orbit-Jupiter neighborhood circulator service?
 - a. Yes - CONTINUE
 - b. No – SKIP TO Q11
 - c. DO NOT READ: Don't know – SKIP TO Q11
- 2a IF YES IN Q2: Have you or anyone in your household ever used public transit in Tempe before using the Orbit-Jupiter neighborhood circulator?
 - a. Yes
 - b. No
 - c. Don't know
3. IF YES IN Q2: Including yourself, who in your household has used the Orbit-Jupiter neighborhood circulator service? Who else? DO NOT READ LIST. MULTIPLE RESPONSES ALLOWED. PROBE UNTIL R SAYS "No one else"
 - a. Self
 - b. Spouse
 - c. Roommate
 - d. Child
 - e. Other: SPECIFY:
 - f. Don't know
4. IF SELF in Q3: Approximately how often do you ride the Orbit-Jupiter neighborhood circulator mini-bus? DO NOT READ LIST
 - a. Daily
 - b. 4-5 days a week
 - c. 1-3 times a week
 - d. At least once a week
 - e. 2-3 times a month
 - f. Less than once a month
 - g. Only rode one time
 - h. Don't know
- 4a. IF b-e in Q3: Approximately how often do the other members of your household ride the Orbit-Jupiter neighborhood circulator mini-bus? DO NOT READ LIST
 - a. Daily
 - b. 4-5 days a week
 - c. 1-3 days a week
 - d. At least once a week
 - e. 2-3 days a month
 - f. Less than once a month
 - g. Only rode one time
 - h. Don't know

5. IF YES IN Q2: What is your destination, or where do other members of your household go, when using the Orbit-Jupiter neighborhood circulator service? DO NOT READ LIST. MULTIPLE RESPONSES ALLOWED. Probe: Where else? UNTIL R SAYS NO MORE
- a. ASU
 - b. Work
 - c. Multi-Gen Center
 - d. Tempe Library Complex
 - e. School
 - f. Tempe Marketplace
 - g. Downtown Tempe
 - h. Others: SPECIFY:
 - i. Don't know
6. IF YES IN Q2: Thinking about trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with: Please use a 1 to 5 scale where "1" means "not at all satisfied" and "5" means "very satisfied". ROTATE a-b ALWAYS ASK "c" LAST
Not at all satisfied 1 2 3 4 5 Very satisfied 6=Don't know
- a. Bus operator's driving
 - b. Helpfulness of the driver
 - c. Driver overall
7. IF YES IN Q2: Again, thinking about the trips you have made using the Orbit-Jupiter neighborhood circulator, how satisfied are you with: Please use a 1 to 5 scale where "1" means "not at all satisfied" and "5" means "very satisfied". ROTATE a-c, ALWAYS ASK "d" LAST
Not at all satisfied 1 2 3 4 5 Very satisfied 6=Don't know
- a. The cleanliness of the bus
 - b. On-time performance
 - c. Ease of using the bus
 - d. Bus overall
8. IF YES IN Q2: If the Orbit-Jupiter service did not exist what mode of travel would you or someone in your household use to make these trips? DO NOT READ LIST. MULTIPLE RESPONSES ALLOWED
- a. Car
 - b. Walk
 - c. Bike
 - d. Take other bus route
 - e. Catch a ride from a friend/relative
 - f. I would not have made the trip
 - g. Other: SPECIFY
 - h. Don't know

9. IF YES IN Q2: Overall, how would you rate your level of satisfaction with the Orbit-Jupiter neighborhood circulator service? Please use a 1 to 5 scale where “1” means “not at all satisfied” and “5” means “very satisfied”.

Not at all satisfied 1 2 3 4 5 Very satisfied 6=Don't know

10. IF YES IN Q2: Is there anything you would change or improvements you would suggest for the Orbit-Jupiter Service? What else?

11. IF NO or DON'T KNOW IN Q2: Do you plan on using the Orbit-Jupiter neighborhood circulator service at some time in the future?

- a. Yes
- b. No
- c. Don't know

12. IF NO IN Q11: Why are you not likely to use the Orbit-Jupiter neighborhood circulator service? What other reasons?

13. ASK ALL: The hours of operation and frequency for the Orbit-Jupiter neighborhood circulator service are every 15 minutes between 6 am and 10 pm, 7-days a week. How appropriate do you feel that the hours and frequency are for your area? Please use a 1 to 5 scale where 1 means not at all appropriate and 5 means very appropriate.

Not at all Appropriate 1 2 3 4 5 Very Appropriate 6=DK

- 13a: IF “1 or 2” in Q13: Why do you feel the hours and/or frequency of service are not appropriate? What other reasons?

14. ASK ALL: Do you support or oppose the Orbit-Jupiter neighborhood circulator service IN YOUR AREA, regardless of whether you personally use the service or not? Please use a one to five scale where “1” means you “strongly oppose” a Neighborhood Circulator service in your AREA and a “5” means you “strongly support” it.

Strongly oppose 1 2 3 4 5 Strongly support 6=DK

- 14a. IF “1” or “2” in Q12: Why are you opposed to the Orbit-Jupiter neighborhood circulator service in your Area? What other reasons. PROBE FOR CLEAR EXPLANATION.

15. ASK ALL: Do the Orbit-Jupiter neighborhood circulator mini-buses travel ON THE STREET WHERE YOU LIVE?

- a. Yes
- b. No
- c. Don't know

- 15a. IF YES IN Q 15: Do you support or oppose the Orbit-Jupiter neighborhood circulator mini-buses continuing to travel ON YOUR STREET, regardless of whether you personally use the service or not? Please use a one to five scale where “1” means you “strongly oppose” the Orbit-Jupiter neighborhood circulator service ON YOUR STREET and a “5” means you “strongly support” it.

Strongly oppose 1 2 3 4 5 Strongly support 6=DK

- 15b. IF “1” or “2” in 15a: Why are you opposed to the Orbit-Jupiter neighborhood circulator service on your street? What other reasons. PROBE FOR CLEAR EXPLANATION.
16. ASK ALL: Are there any other comments you would like to share with the City of Tempe regarding the Orbit-Jupiter neighborhood circulator service?

Demographics

I have just a couple more questions about you so that we can classify your responses with other people who answered the survey. All of this information will be kept confidential.

- D1. Gender: 1 Male 2 Female

- D2. How long have you lived in Tempe?
- a. Less than one year
 - b. One to two years
 - c. Three to five years
 - d. Six to ten years
 - e. Eleven to 20 years
 - f. More than 20 years
 - g. Refused/DK/NA

- D3. Are you employed full-time, employed part-time, house spouse, retired, a student or unemployed?
- a. Full-time
 - b. Part-time
 - c. Retired
 - d. House spouse
 - e. Student
 - f. Unemployed
 - g. Refused/NA

- D4. What is the highest grade of school or year of college that you have completed?
- a. Some high school
 - b. High school graduate
 - c. Some college
 - d. College graduate
 - e. Post graduate
 - f. No answer

D5. Was your annual household income before taxes last year: READ LIST

- a. Less than \$20,000
- b. \$20,000 to \$40,000
- c. \$40,000 to \$60,000
- d. \$60,000 to \$80,000
- e. \$80,000 to \$100,000
- f. More than \$100,000
- g. No answer

D6. What is your address? REQUIRED FOR WEB SURVEY BEFORE IT CAN BE SUBMITTED

D6a. IF REFUSED ADDRESS on TELEPHONE SURVEY: What are your nearest cross streets?

_____ and _____

Thanks for your time. That concludes our interview.

PUBLIC MEETING)
IN RE THE MATTER OF:)
)
TEMPE'S ORBIT NEIGHBORHOOD)
CIRCULATOR PROGRAM: JUPITER)
-----)

REPORTER'S TRANSCRIPT OF PROCEEDINGS

Tempe, Arizona
April 8, 2008
5:30 p.m.

PREPARED BY:
DOREEN C. BORGMANN, RMR, CRR
Certified Reporter
Certificate No. 50644
and
KATHERINE McNALLY
Certified Transcriber
Certificate No. CET**D-323

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1 REPORTER'S TRANSCRIPT OF PROCEEDINGS,
2 taken before DOREEN C. BORGMANN, RMR, CRR, and a
3 Certified Reporter in and for the County of Maricopa,
4 State of Arizona, and KATHERINE McNALLY, Certified
5 Transcriber, Certificate No. CET**D-323, at Tempe Public
6 Library, Basement, 3500 S. Rural Road, Tempe, Arizona,
7 on the 8th day of April, 2008 commencing at the hour of
8 5:30 p.m. of the said day.

9
10 CITY OF TEMPE STAFF:

11 GREG JORDAN, Transit Administrator
12 SUE TAAFFE
13 AMANDA NELSON
14 CARLOS DE LEON
15
16
17
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24
25

P R O C E E D I N G S

(Whereupon, opening remarks were made.)

(Whereupon, the following public comments were made:)

MR. JORDAN: Can everyone hear me okay? Carlos de Leon? Where is Carlos? I'm going to need somebody to just keep time. We want to try to keep this to about five minutes per person. Carlos was going to do that for us, but maybe Amanda can help us. So about five minutes per person, and we'll just kind of casually time everyone to make sure we have enough time for everyone who wanted to speak to get in the record. Be aware that Doreen will be making your comments in the record at this point. If you would, please state your full name and your address and spell the last name.

MS. JENNIE SYLVESTER: My name is Jennie Sylvester, S-Y-L-V-E-S-T-E-R. Or Virginia. I live at 528 East Del Rio in Tempe. So I live right off of College, so I'm in the College Avenue district.

I love the Orbit. I'm a full-time employee of ASU. I've lived in Tempe since 1980. I actually do have a very expensive parking decal at ASU. But I have only driven twice since January 15 by myself. And I've driven twice or maybe three times with my husband as a car-pooler because he's also full-time. Otherwise, I

1 don't think between us we've driven more than a handful
2 of times.

3 It's been wonderful. I think that the
4 buses are usually full when I -- or almost full. The
5 kids that are riding to McKemy in the morning would be
6 on there on their bikes, or their parents can be
7 dropping them off. I'm a bike rider. I've almost --
8 the parents that drive around McKemy and Broadmor are
9 crazy drivers.

10 But the Orbit's been wonderful. We've
11 ridden it downtown to go to dinner. I just wish there
12 was a movie theater downtown. But we go to dinner. I
13 had a conference, an out-of-town conference, with 40
14 visiting librarians a week and a half ago. They were
15 all put up at the Mission Palms -- I mean at the Twin
16 Palms. I had them take the Orbit to my house. Imagine
17 if all those people were in rental cars driving up and
18 down College. It's been great.

19 I rode the Orbit here from work at 5:30.
20 And as -- somewhere on College a mom got on the bus with
21 her four children and came here to the library. They
22 had their library books, and, you know, they could have
23 been driving. And as we came around, it was, like, 20
24 to 6:00. The traffic on Southern was awful. So I
25 figured that 10 or 15 or 12 of us that were in that

1 Orbit, including the mom with four kids, we would have
2 all been in cars driving either to this meeting or
3 coming to the library or commuting or something.
4 Imagine all those cars off the road. I don't know the
5 numbers of the cars on College, but, to me, it seems
6 like there's less traffic on College.

7 But I think it's great. And I don't want
8 to take my full five minutes. Thanks.

9 MR. JORDAN: Okay. Yes.

10 MR. TOM ZEWSKI: Hi. My name's Tom Zeworski.
11 Last name is Z -- as in zebra -- E-W-O-R-S-K-I, common
12 spelling. I live at the corner of College and Del Rio.
13 And so my wife and I, we see a lot of the traffic, the
14 traffic issues. We've lived there for, like, 14 years
15 now. Traffic on College has been a problem during that
16 whole period of time.

17 We have been supporters of the bus before
18 it started. We are still supporters of the bus. We
19 took it down here as well. And hello, Neighbor. We got
20 to meet many of our neighbors because of the bus. We
21 got to meet them when we hosted kind of an Orbit kickoff
22 at our house back in -- I believe it was the end of
23 January.

24 It's been a great thing. I think it has
25 slowed traffic down on College Avenue. Again, I have to

1 live with it, because I live right on the corner of
2 College. It slowed it down. People seem to be
3 respectful of my property when they're waiting for the
4 bus. They're cordial. They're friendly. It has, I
5 think, created a sense of community and enhanced,
6 frankly, my experience as a resident in Tempe. I think
7 it's a fantastic thing.

8 I'm always bragging about it to people I
9 work with. Unfortunately, I work in Chandler. But on
10 those instances that we have used it to go downtown --
11 and we use it to go downtown, whether it's to dinner or
12 just to kind of walk around -- it's been a fantastic
13 thing.

14 People had expressed concerns about people
15 parking in the neighborhoods. I have yet to see that.
16 I don't think it's happening. And I've got to wonder
17 why someone would park in our neighborhoods when they've
18 got pretty secure parking right here at the library
19 where they're not going to be ticketed. Their vehicle
20 isn't going to be damaged, probably, for the most part.
21 And it's just been a fantastic thing.

22 I think it has decreased traffic on
23 College. And, again, I think people are generally
24 slowing down. The bus drivers are very loved, I think,
25 from what I can tell. I've seen any number of different

1 people, people from the neighborhood, people going to
2 school, people going to work, young, old. You name it.
3 It's a great cross-section of the community who uses it.
4 People are upbeat. They're friendly.

5 You know, one time we did see a person who
6 was inebriated in the back of the bus. But, frankly,
7 I'd rather have him in the back of the bus than behind
8 the wheel. And so sometimes you get what you get. But
9 I think overall, we are incredibly in support of this
10 particular bus, and I hope it -- I sure hope it
11 continues. Thanks.

12 MR. RICK VULLO: Hi. My name is Rick Vullo, and
13 I used to live at 2034 South College. V -- like Victor
14 -- U-L-L-O. I'm in opposition to the bus. I've been in
15 opposition to the bus for a long time. I'm still in
16 opposition to the bus. Actually bought a house on
17 another street because I don't want to see the bus go up
18 and down College Avenue.

19 My house is right on College. I have a
20 planter that's on College that is being used as a bus
21 stop now. That's where everybody likes to sit to wait
22 for the bus. We were told that there wasn't going to be
23 bus stops, but there's little placard cards all along
24 College, and I find it very ironic there's one right
25 outside Presidential Estates, and that's where a lot of

1 people gather because that's where the placard is. And
2 that gentleman who developed that actually wrote a
3 letter in opposition to the bus. It's funny how that
4 placard showed up right in front of his development of
5 million dollars homes.

6 I think it's certainly has decreased
7 traffic. I think that's a good thing. All the slides
8 that were shown on how much money it was going to save,
9 and this gentleman asked how much is it going to cost.
10 \$10 million it's costing somebody to save us 600,000 in
11 gas. I'm not a mathematician, but that doesn't make any
12 sense to me.

13 And I have seen a big difference in the
14 amount of people that walk up and down College. Not as
15 many people walk up and down College because they're in
16 the bus. I think everybody can use a little more
17 exercise. Move the bus out to one of these other
18 streets. There's enough traffic on College Avenue.
19 It's bringing a lot more people into our neighborhood.
20 That, frankly, we don't need.

21 Again, the property that I have on College
22 has been vandalized. I don't know if it was people from
23 the bus. It certainly has a lot more litter and people
24 hanging out around my property. With five kids, I made
25 the decision to move off of the street for the safety of

1 my kids and my family.

2 I'm in opposition. I think we need to move
3 it out. I took the bus myself. It's very ironic that
4 it goes through a lot of neighborhoods that maybe are
5 not as expensive homes as some of these other areas, and
6 it kind of almost purposely goes down these streets that
7 have lower property values, and then it goes right down
8 College because, I guess, that's the thoroughfare that
9 Tempe wants. And I'm not going to stay quiet. I hate
10 the idea. I hate the bus. And, hopefully, we can push
11 it off to a different street. Thank you. No clapping.

12 MS. CAROLYN KIRKHAM: My name is Carolyn Kirkham,
13 K-I-R-K-H-A-M. I live at 3129 South Orm, which is one
14 block east of College, just north of Southern. And as a
15 result of riding the Orbit, I've met some of my
16 neighbors, like Jennie, who I see somewhat regularly
17 coming back from ASU.

18 I ride the bus quite regularly. I wish I
19 could say that I rode it as often as she does, but I
20 have a need to go to meetings off site and need a car,
21 etcetera, so I can't do that. But I have been able to
22 use it to attend plays at Gammage, to go to events at
23 Gammage Music Hall. I've taken the Orbit up into the
24 College and Fifth Street area so that I can hike up a
25 mountain. I think it's fabulous. I've taken it to the

1 grocery store, to the library. It's a wonderful thing.
2 I wish that we'd had this opportunity years ago.

3 I enjoy being able to talk to people on the
4 bus. I see that there is a certain amount of
5 camaraderie among those who ride it. We've always got a
6 story about what's happening here and there. It's a
7 good thing. It's increasing our feelings towards our
8 neighbors, and I think that's a very positive step.

9 MR. ROB SEMBRAT: My name is Rob Sembrat,
10 S-E-M-B-R-A-T. And I live at 200 East Southern Avenue.
11 It's just down at Chesapeake Condominiums, really close.
12 College Avenue borders the Jupiter route. I just rode
13 it recently. And, you know, I think it's fantastic. I
14 mean, I'm a strong proponent for any sort of improvement
15 of public transportation. I tend to ride the bicycle a
16 lot myself. I just rode from Scottsdale Community
17 College back down to Tempe today on the bicycle.

18 So just as a comment, I think some time ago
19 some of the concern with the Jupiter route on College is
20 that it would add to the congestion because you'd have
21 these buses going up and down this road that weren't
22 there before. But, you know, quite honestly, I had a
23 hard time finding an Orbit bus unless I was looking for
24 it. So I don't think it comes any more frequently than
25 -- I mean I just don't think it causes any issues on

1 that road. I think every 15 minutes is good for it.

2 And, again, I don't think it contributes to
3 any congestion. I don't think it contributes to any
4 problems on the road. I think it's a good addition. I
5 just don't see any issue with it. I just wanted to make
6 that comment.

7 MR. GABRIEL JUDKINS: Hi. My name is Gabriel
8 Judkins, J-U-D-K-I-N-S. I live at 2611 South Dorsey
9 Lane, which is right on the Jupiter route over by Meyer
10 Park. And so I'm not really part of the College Ave.
11 area. But I did want to express my support the Jupiter
12 route.

13 Our family's really benefited from it. We
14 have two young kids, my wife and I, and we both work,
15 and we hand off responsibility watching the kids. And
16 we utilize the Jupiter to come here to the library. I
17 have a nine-month-old in tow on sling and a two-year-old
18 as well. And we really appreciate it because we have
19 one car, and this allows us to not purchase a second car
20 and to not make as many trips by car. We also utilize
21 it to go to the pharmacy.

22 I work at ASU and I use it to drive to ASU
23 on the Jupiter route there. And we're looking forward
24 to utilizing it to go downtown to Mill Ave. and enjoy
25 that.

1 Some suggestions that I have for the route
2 is that we consider driving the Jupiter route a little
3 bit later. I'd like to be able to see a movie downtown.
4 There is a theater on Mill Avenue, and you can find it
5 there. But I think the 10:00 o'clock ending is a little
6 too soon to catch it, just before the end of the movie.

7 Also living next to Meyer Park and Meyer
8 School, I'm very aware of concerns about parking and
9 kids getting on and off and across the street safely.
10 And I understand the reason for the "no stop" zones. We
11 love living next to the school. No problems at all.
12 The school kids are much better behaved than I was when
13 I was that age. But I would like to add a comment that
14 I believe that no stop zones should end right at the
15 corner with Bishop on Dorsey and Bishop. And I think
16 that's appropriate.

17 Again, I'm in strong support of it. I'd be
18 really sad to see that go. My family wouldn't benefit
19 from it as much. And I know there's many, many other
20 benefits in the savings in gas that accrue to other
21 people, even those that maybe don't live as close to the
22 route as I do and utilize it as much. Thank you.

23 MS. TERI PETERS: My name is Teri Peters, last
24 name, P-E-T-E-R-S. I live at 2323 South College, right
25 across the street from McKemy.

1 I usually ride the Jupiter bus mostly at
2 night because I do work up on Baseline and McClintock,
3 and sometimes I don't get off work until, like, 8:00
4 o'clock at night. So I do take one of the regular buses
5 down and then get on the Orbit bus. It's a just a lot
6 safer because it does get me within at least a block of
7 my apartment as opposed to going down Mill to Broadmor
8 and have to walk, like, three or four blocks through the
9 school, which sometimes doesn't have enough lights.

10 So I do think it is a good addition. I
11 have lived here for a long time, and I'm very glad that
12 they do have it, and I hope they do keep at least the
13 College Avenue part.

14 MR. FRED SAMUELSON: My name is Fred Samuelson,
15 S-A-M-U-E-L-S-O-N. My wife and I live at 1136 East
16 Fairmont Drive. In two days it will be 41 years we've
17 lived in that house.

18 We've found the Jupiter route to be very
19 beneficial to us. We enjoy the music program at ASU.
20 And it's just a couple of blocks to come over here, get
21 on the bus, go up to ASU, listen to the program, and
22 ride the reverse bus back here. Leave our car here. So
23 we are supporters of the system and of the route in
24 particular. We wouldn't particularly care whether it
25 goes up College or Mill as long as it gets us from here

1 at the library to ASU.

2 I do have two technical comments, though.
3 One is the second on the question of the ending time.
4 The last time you can board the back bus to get from
5 Gammage to here is 9:56 p.m. We haven't had a problem
6 with that yet. But it seems to me some of the programs
7 at Gammage may extend to a point that you wouldn't be
8 able to make it out unless you left the program early.

9 The other is when there is a large program
10 at Gammage and it's time to egress that parking lot,
11 they shut off the eastbound lane of Gammage Parkway,
12 which is the road that's on the north side of Gammage.
13 And if you ride from here to Gammage or the music
14 building, you get off on the north side of that street.
15 If you're going to come back, you get on the back
16 version of the route on the south side of the street.
17 But in many cases when there's a large program being
18 dismissed at Gammage, they shut off the flow going east.
19 And if riders don't know that, they can stand on that
20 south side all night, and they're not going to have a
21 Jupiter bus come by. So there needs to be some method
22 to alert people who are getting off in that area that
23 the route may not go back along the same street, and
24 they'll either have to go onto Mill to catch the bus, or
25 they'll have to go the other way and get on College to

1 get the bus and come back.

2 We nearly fell into that trap ourselves one
3 night, and it finally occurred to us that, hey, they're
4 not going to come down this route. We've got to go
5 somewhere else to catch the bus.

6 MS. CAROL BERG: My name is Carol Berg, and I'm
7 at 2126 South Ventura. I realize that my property is
8 not as close to the bus line as some, but I catch the
9 bus right close to Broadmor Grade School.

10 My experiences with the bus has been
11 wonderful. I've done the whole entire route just to see
12 where it went and did the library and the senior center.
13 And being a senior citizen, this is important not only
14 to me, but to my entire neighborhood, which is about 80
15 percent of senior citizens. And some are handicapped.

16 We had a homeowners' association -- or not
17 a formal homeowners' association, but a neighborhood
18 get-together -- on Sunday night, and we talked about the
19 bus system. Everyone was highly supportive. It was a
20 hundred percent riding of all the people who have
21 attended, and there was at least 25 people there that
22 had attended. One of our attendees is blind and with a
23 dog. He finds it easier to use the Orbit system rather
24 than using the city system on Rural because there's less
25 traffic on College than on Rural for crossing the street

1 for his particular purposes.

2 We're all looking forward to the Light Rail
3 and hope that we can expand our system.

4 If there is a monetary fare that's going to
5 be used with the Orbit bus system, I don't -- I don't
6 think that's outrageous. I think it would be -- if
7 people feel that's important, I think that could be
8 incorporated if it's a money issue.

9 The only individual who complained about
10 the bus system was a bike rider. And he said he was
11 angry because the Orbit bus was slower than he cared to
12 ride his bike. I am also a bike rider, and I'm sick and
13 tired of being ridden over by those aggressive bike
14 riders. So, anyway, there's always a little contrary
15 person here.

16 But, nevertheless, on the whole, everyone
17 in our neighborhood -- I realize we're a little way from
18 the line, but we do find it a real positive experience.
19 Thank you.

20 MR. JAMES FOARD: My name is James Foard,
21 F-O-A-R-D. I live at 533 East Del Rio Drive. And I
22 spoke at the City Council meeting in favor of Jupiter.
23 I was strongly in favor of it, and I'm even stronger
24 tonight. Because at the time I spoke as a bike rider
25 who would use it occasionally. And then quite

1 unexpectedly, December 21, I had what I was told was
2 minor surgery. Didn't feel so minor. But that made
3 bike riding rather difficult for me. And it has become
4 just really essential for me to get to ASU and back.
5 And I have used it regularly.

6 I find it not only convenient, but a
7 delightful part of the day. I meet people. I meet
8 neighbors I didn't know beforehand as well as many that
9 I know but hardly ever see. And we have lots of fun
10 conversations. And the drivers are friendly and nice.
11 And it's just so much more pleasant than driving a car.
12 So I, for one, would be in a very difficult situation,
13 or at least I'd have to drive every day, if I did not
14 have Jupiter.

15 It is heavily used, particularly during
16 certain times of the day. There have been a couple of
17 times I've wondered am I going to be the 24th person or
18 something and be unable to get on the bus.

19 And I would also like to echo people who
20 have spoken before me in saying that I'd like to extend
21 the hours. I've found it particularly useful when I've
22 had to go in very early or go downtown early for
23 breakfast or stay late at night.

24 And, finally, I'd say I'm retiring in
25 June -- yes -- and will join the people here who plan to

1 use it for all kinds of things.

2 One other story about it. And it actually
3 involved Mars. But I used Jupiter to come down here,
4 get on Mars, and went to the eye doctor to get my eyes
5 dilated. And then instead of having to have somebody
6 drive me to the eye doctor and drive me home -- I still
7 had to have somebody drive me home, but it just made
8 things much easier.

9 And I've found that to be the case in many
10 small ways. But I think it's proven to be an even
11 better service than I imagined. And it's just kind of
12 fun. And so I strongly support it, and I think it
13 should continue and even be expanded, particularly the
14 hours if at all possible. Thank you.

15 MR. RICARDO HAUSER: Hello. My name is Ricardo
16 Hauser, H-A-U-S-E-R. I live at 636 East La Jolla. And
17 two words about Orbit. Love it. I love Orbit. You go
18 down to Tempe, just take it in front of your house. It
19 goes down to Tempe. Have lunch, library, go to the
20 neighbor's. Just really love it. It's sad. It goes
21 through a block too fast sometimes. But I just love the
22 Orbit. And that's it.

23 MS. SHANNON LOGAN: My name's Shannon Logan,
24 L-O-G-A-N. And I live at 1243 East Verlea Drive. We
25 live a couple of blocks away from Meyers School off of

1 Dorsey.

2 And I'm strongly in favor of the Orbit.
3 We're a family of six. We have one car. And it is so
4 beneficial. I have two younger kids. My husband and I
5 both work. And I can get the two younger ones to
6 school. But to know that the Orbit is coming to the end
7 of my street, picking up my two older girls, dropping
8 them off at McClintock High School, and then bringing
9 them home at the end of the day is a wonderful feeling.

10 My husband takes it to go downtown to Mill
11 Avenue with the kids. My older girls go to Tempe
12 Marketplace to the library. So I'm strongly, strongly
13 in favor of it. Thank you.

14 MR. STEVE DEMPSEY: My name's Steve Dempsey. My
15 wife Laura and I live at 2309 South El Camino Circle.
16 That's just north of Broadmor, off east of College.

17 When we first found the Orbit Jupiter was
18 going to run a block from our house, we were delighted.
19 Couldn't wait for it to start. We became riders on the
20 first day it operated. We've gone downtown to Mill
21 Avenue out to dinner in the evening. It's usually how
22 we take it. Sometimes on the weekend. We've had family
23 visit who may have rented a car, but we were able to
24 tell them, "There's a bus you can get on just a block
25 from our house, go downtown, library, shopping." It was

1 a great benefit.

2 My wife Laura is looking forward to
3 connecting with the Light Rail when that opens in
4 December. And overall, we're just looking forward to
5 continuing to use the Jupiter. Thanks a lot.

6 MS. MARY ANN CLARK: My name is Mary Ann Clark.
7 I live at 2132 East Broadmor, but it's the Broadmor off
8 of the Price Road and off of Country Club Way. I've
9 been a resident of Tempe about 40 years. So there's
10 been three generations of our family raised in this
11 little town at one time. It's not a little town
12 anymore.

13 I was always in favor of the Orbit when it
14 was in the planning stage. And now that it's a reality,
15 I'm even more in favor of it. And I think if you did a
16 little study of demographics in age groups, perhaps the
17 people that will use it the most will be the senior
18 citizens, who at one time will have to give up their
19 driving, but this goes to where we want to go, and then
20 the young, the very young, and especially teenagers who
21 are not driving. And so any time we can take cars off
22 of the road, I'm in favor of it.

23 MR. PAUL KENT: Hi. I'm Paul Kent, K-E-N-T, 23
24 East 15th Street, just north of the railroad tracks off
25 of College.

1 And I have two takes on this. One is
2 personal. My wife and I love the Orbit. We have two
3 small kids, two and four. They absolutely love it.
4 They know back and forward and Jupiter, Mars, and all
5 that stuff. They love to take it down to Cookies and
6 get ice cream. And tonight I actually am a Commissioner
7 on the Development Review Commission, although I wasn't
8 needed tonight because I'm an alternate. So I took the
9 Orbit there to downtown Tempe. Then I wasn't needed, so
10 I got back on the Orbit and came back down here so I
11 could attend this meeting. So I use it quite
12 frequently.

13 I'm also the Chair of the University Park
14 Neighborhood Association. And recently we had a
15 meeting. And on the agenda, amongst a number of things,
16 was to get feedback on the Orbit. Overwhelming support.
17 There were over 40 -- 42 or 44 attendees at our
18 neighborhood association meeting. And overwhelming
19 support for it from the residents. I think that's all I
20 have to say.

21 MR. STEVEN GALE: Good evening, ladies and
22 gentlemen. Welcome to this meeting. My name is Steven
23 Gale. I have lived in Tempe for 45 years. And I love
24 the Orbit myself. I love it so much I'm trying to get a
25 job as a driver with the Orbit system.

1 When my family first heard about the Orbit,
2 we decided we were going to like it because, like, it
3 comes two blocks from where we live. We can board it.
4 Like, I came to the library tonight to check my e-mail,
5 and I found out this meeting was here. So I thought I'd
6 come in and see what's going on. And since everybody is
7 voicing their opinions, I might as well get up and have
8 my say.

9 So I went to Marcos de Niza High School,
10 and I went to McKemy Junior High, and I went to Evans
11 Elementary. I went to Rural Elementary School. It used
12 to be right there where the Fry's is, but they tore it
13 down and built the shopping center. So I've lived here
14 a long time, and my family, and we all love the Orbit.

15 And I'd like to see the Orbit expand their
16 services into more buses, get all of the planets out
17 there, because this is not a small city anymore, like
18 the lady said before. This city has grown by leaps and
19 bounds in the 40 years I've lived here. So I'd like to
20 see them extend the service, get more buses, get all the
21 planets out there so they can serve the entire
22 community, and get them to where they can border the
23 other cities that we're boxed in by, Phoenix, Mesa,
24 Scottsdale, Chandler. You know? And that's all I have
25 to say. I hope you guys like it as well as I do. Thank

1 you very much.

2 MR. VICTOR AGAJANIAN: Hello. My name is Victor
3 Agajanian, A-G-A-J-A-N-I-A-N. And I live on 721 East
4 Loyola Drive, which is fairly far from the route.

5 Philosophically, I'm a big supporter of the
6 public transportation. I've taken the Orbit a couple of
7 times. I don't think, frankly, I'll be a frequent user
8 because I really prefer biking whenever I can, and I
9 bike to work.

10 And this is not only -- this preference is
11 not philosophical necessarily. It has to do with what I
12 have noticed from my limited experience. It's what I
13 would define irregularity of the schedule. You know,
14 for those of us on tight schedule, when we want to be or
15 need to be at a certain place a certain exact time and
16 we don't want to be late, but at the same time we don't
17 want to be early, it's really important to -- this
18 predictability is really important.

19 In my past life, I lived in a big city, and
20 when I would go to college, to the university, I'd have
21 to take a bus and then transfer to subway and then walk.
22 And I knew exactly how many minutes I would walk to the
23 bus station, how many minutes I would wait for the bus,
24 how many minutes the bus ride will be to the subway
25 station, how many minutes I will wait in the bus -- at

1 the subway station for the train, how many minutes the
2 train ride would take, and so on.

3 And from my experience, the way it is now,
4 I think that's great form of leisure transportation, and
5 it's important. But I think if it's possible, I would
6 like to see it more predictable, more regular. And if
7 you say 15 minutes, then it should be 15 minutes, say
8 7:00, 7:15, 7:30. 7:31, I could take. I know we're not
9 in Switzerland or Germany or other places of that sort.

10 But still again, if you want to really make
11 it useful for people who work and have specific
12 appointments and are on tight schedule, I think it's
13 very important to invest in that part of a wonderful
14 form of transportation. Thank you.

15 MS. MAUREEN KOBIEROWSKI: Hi. My name's Maureen
16 Kobierowski. It's K-O-B -- as in boy --
17 I-E-R-O-W-S-K-I. And my husband and I live at 121 East
18 14th Street, which is just three houses west of College.

19 We really enjoy the Orbit. We're in full
20 support of it. We have taken it just to go to movie
21 theaters, to go to dinner, downtown Mill Avenue. Every
22 time we have company in town, we have also had them take
23 it.

24 We also did a kind of an Orbit kickoff with
25 our neighborhood as well. And we had, you know, quite

1 an age range, which was great, from ages 25 to 65. And
2 probably had about 14 people go. So this really also
3 brought our neighborhood together. We live in
4 University Park, which Paul Kent was up here and said
5 our neighborhood is in full support of it.

6 And there was a lot of neighbors that, you
7 know, also weren't able to be at that meeting. And they
8 were all, you know, all the ones that live in our
9 vicinity, we've also only heard really good things about
10 it. I know that there has been a couple of comments in
11 regards to people, you know, riding their bike a little
12 bit less and taking the Orbit a little bit more. But
13 I've still seen a really great amount of bikes and a lot
14 less traffic on College.

15 And the other thing is in the summer when
16 it's 112 degrees out or in the winter when it's 40
17 degrees out, my husband and I love to go downtown, but
18 we don't want to drive. It's fantastic to take the
19 Orbit, because I'm not going to be riding my bike when
20 it's that hot outside.

21 But we just think it's a really great
22 thing, and I just wanted to say that we're definitely in
23 full support of it. And also being close to College
24 Street only three houses away, it's not been a problem
25 for us at all. And we really look forward to keeping it

1 around. Thank you.

2 MS. ROSEMARY HARTMAN: My name is Rosemary
3 Hartman, H-A-R-T-M-A-N. And I live at 613 East Balboa
4 Drive.

5 And I'd also like to express my support for
6 the Orbit. I really love it. I use it all the time. I
7 go to -- I work at ASU, so it's really helpful to just
8 hop on the Orbit and get to work. And, also, I use it
9 to go downtown. I think I find that I end up going
10 downtown more often because it's so convenient.

11 And I like the fact -- I love the color. I
12 think the blue is really outstanding. And I also -- I
13 like the fact that you see friends on it. That's kind
14 of nice. I think it's promoting neighborliness,
15 especially since we don't really have front porches
16 anymore. Thanks.

17 MR. MARK PRY: My name is Mark Pry. That's P --
18 as in Paul -- R-Y. I live at 315 East Balboa, which is
19 three houses east of College.

20 I'm very much in support of the Orbit. My
21 wife and I have been using it since the service began.
22 But I want to speak as one of the neighborhood dog
23 walkers who's been really an observer of the Orbit.
24 Because I take my dog for two walks a day, one about
25 7:30, 8:30 every morning and the other around 5:00 to

1 6:00 in the evening. And we often walk partly or almost
2 entirely on College. So since the beginning of the
3 service, I've been watching this thing go up and down,
4 and people ride it twice a day almost every day that
5 it's been in service. And it's been very interesting to
6 watch.

7 And particularly in light of some of the
8 complaints and concerns that were made early on when
9 there was a lot of opposition to routing it on College.
10 One of the things that people were concerned about was
11 that all these people would come into our neighborhood
12 from outside, park in our local streets, and get on the
13 Orbit and ride away. If they're doing it, they're
14 camouflaging their cars very well, because I've seen no
15 evidence in any remarkable way that there are more cars
16 around than there used to be.

17 If anything, the place where I see that
18 happening is on Mill Avenue and Rural Avenue, where for
19 quite a long time now, every since ASU started offering
20 free bus passes, some students -- but it's only been a
21 tiny number -- have been driving and parking near Mill
22 and getting on the buses that run up there.

23 Another thing that's been very interesting
24 to see is how the Orbit is helping to tame some of the
25 speeders on College. As all of you who live near

1 College know, a lot of the people going to and from ASU
2 really rocket up and down the street, particularly
3 between Alameda and Southern. Well, I can't tell you
4 how many times I've seen an Orbit proceeding at its
5 leisurely pace down College with a whole trail of cars
6 behind it, all of whom quite obviously would be driving
7 much faster if that Orbit wasn't there. And if
8 anything, I think the Orbit actually has -- irregardless
9 of how many cars are there or not there, it's actually
10 helped slow the traffic down some.

11 There is no doubt that you see people on
12 the streets, particularly in the morning. But I think
13 from what I've been able to see, one of the reasons that
14 people may be congregating in front of the gentleman's
15 house who spoke earlier is because of the "no stop"
16 zone. It's particularly large by Broadmor and McKemy
17 schools. And so, essentially, all the students who want
18 to catch the bus are pushed out to only two stops. So
19 you see a lot of the junior high schoolers are the ones
20 usually waiting for the Orbit in front of that new
21 subdivision. Because that's the closest stop southbound
22 where you're allowed to board.

23 I personally don't really think the no stop
24 zones make sense. But if they're going to be
25 maintained, I'd like to see them compressed, and they

1 need to be clearly marked. Because early on, I was not
2 picked up. I didn't know about it, and I tried too
3 waive down the Orbit, and he drove right but. And I
4 think at least once a week I see that happen to
5 somebody. Because you have no way of knowing when you
6 approach the signs exactly where the "no stop" zone
7 begins or ends.

8 But what's really interesting is that when
9 you go out on the street, you walk up and down College
10 now, there are people there. They're getting off the
11 Orbit. They're getting on the Orbit. They're waiting
12 for the Orbit. They talk to each other. They greet
13 each other. There's this definite neighborly feeling
14 that wasn't there before. And I didn't really expect
15 this. I've grown up in cities, been taking the buses
16 off and on my whole life. And I've never seen anything
17 quite like this. And it's really something that even
18 the most hard core supporters, I think, didn't expect to
19 see.

20 And then when you ride, you meet people you
21 don't know. You talk to them. And I've been noticing a
22 lot of people in our neighborhood going downtown on the
23 Orbit, and many of these people in the past used to say,
24 "Oh, I never go downtown. I don't like to drive. I
25 don't like the traffic. I don't like to pay the

1 parking." And I would guess that the use of downtown
2 Tempe by residents is increasing significantly because
3 of the Orbit. A lot of people are going down who used
4 to think, "Well, maybe we'll go somewhere else where we
5 don't have to deal with the traffic."

6 So as the official dog-walker observer of
7 the Orbit on College Avenue, I think it's been nothing
8 but a blessing for the community.

9 MS. MARGARET YALE: Margaret Yale, Y-A-L-E, 304
10 Geneva, right down College on Geneva.

11 Just wanted to let you know that we have
12 noticed a little bit of garbage left when they sit down
13 on the -- there's a little ledge, like a fenced area.
14 And people can sit there, wait for the Orbit, and they
15 tend to leave some garbage. I've cleaned it. So just
16 wanted to let them know that.

17 Other than that, that's about it. No real
18 complaints. I mean, I've ridden it myself once, and it
19 was fun. And I would like to see them extend the hours
20 for the Gammage people who let them out, because it
21 would be very nice to be able to ride. I was out one
22 time a little bit later, and I walked all the way up to
23 Broadway. And by that time, it had come, but I was on
24 the phone with somebody else and they came to pick me
25 up. So if they can kind of work out a schedule for the

1 people who get out of Gammage. I don't know what times
2 and so forth, but something to that effect.

3 MR. JORDAN: Okay. Any other takers? I want to
4 thank everyone for sharing their perspectives from all
5 sides of the issue. We really appreciate that. Even
6 for those who have concerns, there's always ways to
7 pragmatically try to address those, get some solutions.

8 We still have a court reporter outside. If
9 you would feel more comfortable speaking one-on-one,
10 she'll be out there until the end of the meeting. So
11 you can do that as well.

12 With that, we can kind of move to a more
13 general discussion or question-and-answer if that's what
14 everybody wants to do, or we can conclude now. It's
15 really up to you. I'll pull a chair up.

16 (Whereupon, a discussion off the record was
17 had.)

18 (The proceedings concluded at 7:49 p.m.)
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1 (Whereupon, the following public comments
2 were held outside the general meeting, commencing at
3 6:06 p.m.:)

4 MS. WHITE: I'm Volnee White. I live in
5 the University Heights Neighborhood. And there was a
6 neighborhood meeting last week, and it was brought up as a
7 comment on it, and apparently someone had asked if -- what
8 the neighborhood thought of it. And about the 40 people
9 who were there unanimously agreed that it was -- it was
10 not a negative voice about it. And I wanted to pass that
11 on. Maybe other people who will be here tonight to do
12 that.

13 But I have ridden it. I have ridden both
14 the Jupiter, forward and backward; and the one that goes
15 out to the mall, the new mall, which I think is Earth
16 Orbiter, and found them delightful, and the people who
17 drive them absolutely the most pleasant, kind people
18 ever.

19 MR. WHITE: I'm Ed White. I live on
20 14th Street. And I just think it's terrific. It really
21 makes the whole community seem like it's in the
22 21st Century. And I just think, again, it's an excellent,
23 excellent service.

24 MS. WHITE: And he's a biker, so he enjoys
25 the parts that he can put his bike on if he gets tired.

1 I don't know if it has anything to do with
2 it or not, but what I have found on it, it gives me 20 to
3 30 minutes to read.

4 MR. STRANG: David Strang. I'm a strong
5 supporter of Jupiter. I've used it -- I've lost track of
6 how many times -- going downtown for lunch, go to meetings
7 downtown. It's been prompt 99 percent of the time. And I
8 believe it adds a great deal to our community.

9 And I did some checking, and I'm thrilled
10 to death it appears, to last month, close to 44,000 people
11 boarded. And I think that's extremely promising.

12 MR. JOHNSON: Pen Johnson. 333 East
13 15th Street.

14 Basically I'm a big supporter of the Orbit
15 Jupiter. I think it's a great thing to have for the
16 neighborhood. I have seen nothing but positive results,
17 so far. I've been riding it and find it convenient. I
18 guess that's about it.

19 MR. HERING: My name is Larry Hering,
20 H-E-R-I-N-G, 2003 East LaJolla, L-A J-O-L-L-A, Drive,
21 Tempe, 85282.

22 I'm just going to preface this by outlining
23 eight or nine different areas of concern.

24 First thing is I'd like to see published,
25 to the citizens of the City of Tempe, the cost per

1 passenger mile for the Orbit Mars bus to operate.

2 From my perspective, I live right off of
3 Country Club Way. It has devaluated my property value.
4 There is noise created by these buses. They're brand new
5 and they're already beginning to rattle. So I hear a box
6 bus rattling down the street. And it goes by my home at
7 least every five to ten minutes.

8 I believe there's additional danger that's
9 being created by the bus. For example, I live off of
10 Country Club Way. And there's cars on both sides of the
11 street on Country Club Way now, because the City of Tempe
12 has elected to turn the city of Tempe -- has elected to
13 turn the city into dorms for ASU students. So we have
14 four and five cars per house.

15 And just north or just south of Southern
16 and north of the school, off of Country Club Way, we have
17 at least four or five homes that have three to five cars
18 per home. Those cars, when parked on the street, create a
19 hazard with -- when you add the bus because the bus is
20 going between them and you're trying to back out all at
21 the same time and it creates an obvious danger.

22 We find that kids from the Ward School,
23 12 year olds get on the bus, ride it one block, and get
24 off at their home on Country Club, which seems to be
25 absurd to us.

1 I have watched the bus for several months
2 now, from a capacity standpoint, and very seldom find it
3 at 10 percent capacity. And late in the evenings, 9:00
4 and 10:00 at night, you're lucky to see one, two, or three
5 people, ever, on it.

6 In conclusion, I'm in the Orbit Mars area.
7 And while I did miss one meeting, there were no other
8 meetings ever sent to my home, nor to my neighbors, after
9 I've contacted my neighbors, questioning them of that
10 fact. And I've now arrived at the Orbit Jupiter
11 neighborhood meeting, finding that the Orbit Mars meeting
12 has already been -- or was supposedly conducted, which I
13 had no knowledge of, in the past, and Orbit Mars has been
14 approved.

15 And the input tonight for Orbit Jupiter is
16 strictly by a court reporter, which is what I have just
17 done.

18 Thank you for your time.

19 MR. KILE: Bill Kile, K-I-L-E, 3716 South
20 Country Club Way.

21 I agree 100 percent with Larry Hering,
22 which is the neighbor. I'm concerned about the expense of
23 the vehicle, the wages on holidays, and 12-hour days of
24 driving this bus, and the -- the roads -- the wear and
25 tear on our streets, and our taxes -- what it's doing for

1 our taxes to operate this type of situation. That's all.

2 MR. CAVES: Randy Caves, C-A-V-E-S, 1959
3 East LaJolla Drive, Tempe, 85282.

4 Basically, the same concern. This is the
5 first circular I've ever gotten. I've lived in my home
6 for nine years. Was not aware that our little bus even
7 had a name. So same as the other gentleman, low occupancy
8 or low ridership on the buses that I see around my
9 neighborhood, the increased volume of traffic it brings,
10 and/or two-lane streets.

11 And the bus driver takes their breaks
12 because there's nobody on the bus. So they're sitting
13 there for five minutes, idling away -- never seen them
14 turn off their buses. My tax dollars -- especially on
15 this route -- I don't know about any other routes -- is
16 not being well spent. Wear and tear on the roads,
17 increased traffic.

18 And I think it's just a general hazard with
19 nobody riding on it, considering one block over you have
20 the main bus line going pretty much the same way it's
21 going.

22 And I was talking to Carlos. He said make
23 sure you have my -- and my phone number -- he wanted my
24 phone number. It's (602) 571-1609. I would like to be
25 notified of the next transportation commission meeting or

1 committee meeting -- that is supposed to be held on
2 May 13th -- because I'd like to attend that and address my
3 grievances then too.

4 MS. LaMANTIE: Gloria LaMantie,
5 L-a-M-a-n-t-i-e. I would like to be notified of that
6 meeting on May 13th also.

7 1128 East Malibu Drive. (480) 839-9100.

8 I'm concerned because my understanding was
9 that this service was at the bus stops. And I was with
10 two students at the Terrace and Southern bus stop, and two
11 Orbits went by, and we were waving. And when we got to
12 the Tempe Library, they said that they don't have to stop
13 if it's a traffic hazard.

14 And I said, But it's a bus stop.

15 And they said -- and this was at 7 p.m. at
16 night, so there was not like any backup of the traffic or
17 anything. The drivers were very argumentative. And there
18 was another person on the particular one we were on. And
19 he was having questions and he was getting angry. And the
20 bus driver had no knowledge of how to de-escalate someone
21 who is in anger mode.

22 And I don't know what kind of training they
23 have, but we would -- I experienced only two, this was my
24 first time. And I've experienced two different drivers
25 and I would say that they were not professional.

1 They also told me that at the bus stop,
2 unless it's actually signed with a sign that says that it
3 has the Orbit service, that they don't have to stop
4 there. And that was not my understanding.

5 And so -- and I'm also interested, unless I
6 can't understand this map correctly, why there isn't any
7 service to the new Tempe Cultural Center, which is
8 basically at Hardy and Rio Salado. I don't see any -- so
9 I don't know if I can't read the map right or not.

10 So to me, you know, one of the things I was
11 interested in is going in the evenings to the different
12 cultural activities. And so I'm disappointed that that's
13 not one of the main things and there's no service there.

14 MS. HERING: Hanne Hering, H-a-n-n-e. I
15 live off of Country Club Way and LaJolla. I'm in the Mars
16 area.

17 I just wanted to say that, you know, I
18 think it's a good program, but I think it needs to be put
19 in an area where there's a lot of population.

20 This is a residential home area. The
21 people are a little older. There is not -- you know, they
22 have to bus kids in toward -- and then there's a few kids
23 that -- that catch the Mars bus to go to their home.

24 There's a bus driver that guns -- guns it,
25 you know? And to me, that's more gas.

1 They go seven days a week, on holidays. So
2 we don't even have a peaceful holiday because they're just
3 whizzing on by.

4 I think it would best suit -- because we're
5 on a dead end, it would best suit an area for where
6 there's condos or apartment houses or something; where
7 there's younger people that, you know, want -- need to go
8 different places and they don't want to drive their cars
9 or whatever it is -- you know, where there's a lot of
10 intense population.

11 And in our area there's, you know, I do
12 truly believe that the people in the middle of the block,
13 they have no clue that this is even going on.

14 I don't see elderly people walking to go to
15 Country Club Way, waiting to get on this bus. I see a lot
16 of real young kids using this bus, which I think is --
17 is -- it's not right, as far as I'm concerned.

18 And like I said, Ward School has four big,
19 huge buses that look like they're the size of a football
20 field. And if those kids can't walk a block and a half to
21 their homes from Ward, then they should get on the school
22 bus and let the school, you know, take them to their
23 homes, instead of this Orbit bus that goes around and
24 around and around.

25 And if there are a lot of people that are

1 going on it, I don't know where they're at, because when
2 they're going past my house, I see one or two or three
3 people all day long. And that's about it. And maybe two
4 or three in the evening.

5 And the pollution is terrible, you know?
6 You've got the pollution. You've got the smell on these
7 buses.

8 I think it's a great idea. But I think
9 it's the wrong area. And it just kind of goes around in a
10 circle and there's just hardly anyone on it at all.
11 That's all I have to say.

12 MR. DASE: Larry Dase, D-A-S-E. 342 East
13 Concorda Drive, C-O-N-C-O-R-D-A -- live right off of
14 College.

15 So we -- my wife and I walk down and catch
16 the Jupiter bus to go to Gammage in Downtown Tempe, and
17 take the other way to the library and the grocery store
18 and the drugstore and all of that. I think it's great, we
19 love it. And I hope it keeps coming up and down College.

20 We have a friend who lives in Tucson who
21 has macular degeneration, and he rode it with us in
22 January. And he made the comment that he'd like to, when
23 he retires in a few years, move up to our neighborhood,
24 primarily because of these neighborhood-circulated buses,
25 because he said, you know, once he's blind, sitting in his

1 neighborhood in Tucson, he has nothing. He'd have to pay
2 somebody to drive him, but here he can have a life and get
3 around, and you know, enjoy retirement a little bit.

4 So I think it's fantastic. Strongly in
5 favor of keeping it on College.

6 MR. SCHMIDT: Leo Schmidt, S-C-H-M-I-D-T.
7 The sound is not that great in there, and with my hearing
8 aids -- and some of the other people are going like that
9 also.

10 Now, who do we need to talk to, to maybe
11 get the Orbit route expanded? Maybe I can talk to Greg in
12 there, and see who we need to about expanding one of the
13 routes.

14 We've got a two block area on Rivera, from
15 Newbury -- from Kenneth to Banarton. And on that street
16 we've got two blind people. We've got maybe, oh, at least
17 15, 18 retired people. Some of them can't drive anymore.
18 Some of them are still driving and shouldn't be driving.

19 And I think it would be kind of nice if
20 they could maybe somehow expand that route from Laguna,
21 down Oak, to Hermosa, and then jog in there and get the
22 two blocks on Rivera, and then back out on Rural or
23 Southern.

24 MR. SWIFT: Aaron Swift, S-W-I-F-T.
25 1221 East Broadmore.

1 I would like the Orbit to run later,
2 especially on the weekends, until 2 or 3 o'clock in the
3 morning, but run less frequently there. So run later, but
4 less frequently.

5 MS. WINKLER: Roxie, R-O-X-I-E, Winkler,
6 W-I-N-K-L-E-R. 719 East LaJolla Drive, Tempe.

7 Bill and I, my husband, we just love the
8 bus and we want to see it stay around. We don't want it
9 to leave. We've ridden it. We haven't ridden as much as
10 some of the other people, but we will be riding it more
11 and we certainly do like it.

12 MR. WINKLER: Oh, and how. It's wonderful.

13 MS. WINKLER: Thank you, very much.

14 DR. WILT: My name is Dr. Glenn Wilt, Jr.
15 I live at 1630 South College Avenue in Tempe, directly
16 across the Daley Park.

17 I am the longest tenured faculty member in
18 the School of Business at ASU. I've been there 45 years.
19 And the Orbit is the first thing, I think, that has been
20 happening in the City of Tempe that I just totally approve
21 of. I'm very used to finding the bus.

22 And the only complaint that I have about it
23 is that sometimes it comes 30 seconds after I arrive at
24 the bus stop, so I haven't had to wait hardly at all.

25 I have been very pleased with the service.

1 The bus drivers are friendly. And I've encouraged my
2 fellow professors and students, who have gotten back to me
3 with their positive responses, to take the bus.

4 Everybody that I've ever come across has
5 been pleased with the service and the extent to which they
6 can go throughout the city of Tempe, in places that they
7 have hardly ever visited. And I say this from an economic
8 standpoint, as a concluding remark, with the gas
9 approaching four dollars per gallon, this is an wonderful
10 economic event for the citizens of Tempe.

11 MR. GALE: My name is Steve Gale, G-A-L-E.
12 307 East Hermosa Drive, Tempe, Arizona 85282-5316. Been
13 there 45 years.

14 My mom and dad bought the house. My mom
15 died a few years ago. My dad's still alive and
16 unfortunately at 50 years old, I still live at home. I've
17 been through -- I've had a rough-life. I've had three
18 marriages, lost one wife, lost a daughter, raised six
19 kids.

20 So anyway, I spoke earlier about liking the
21 Orbit because -- I like it so well I just want to become a
22 driver for it. I did drive for Mesa Unified School
23 District for 11 months.

24 And I wanted to tell him that they can put
25 GPS systems in the Orbit buses -- because I used to also

1 drive for Swift Transportation for three months, and we
2 had GPS systems and satellite systems in our
3 tractor-trailers. So I just wanted to make that comment.
4 I can't tell you the cost because I'm not good when it
5 comes to financial stuff. But I know it can be done.

6 So just find a place -- and in our
7 tractor-trailers -- in our tractors, we had a storage
8 space that was just extra storage space. They put the
9 satellite thing there. And we had a gear-master thing up
10 here on our dashboard to tell us if we went into overspeed
11 or how many times our door opened and all kinds of
12 information.

13 This is a good thing for the community and
14 we need to keep it going.

15 (The comments held outside the general
16 meeting concluded at 7:49 p.m.)

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1 DISCLAIMER OF TRANSCRIBER OF ELECTRONIC RECORDING

2 BE IT KNOWN that I certify that the
3 foregoing 13-page transcript was prepared from an
4 electronic recording; that research was performed on the
5 spelling of proper names and utilizing the information
6 provided, but that in many cases the spellings were
7 educated guesses; that the transcript was prepared by me
8 or under my direction and was done to the best of my skill
9 and ability.

10 I further certify that I am in no way
11 related to any of the parties hereto nor am I in any way
12 interested in the outcome hereof.

13 DATED at Phoenix, Arizona, this 21st day of
14 April, 2008.

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17 Certified Electronic Transcriber
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1 STATE OF ARIZONA)
) SS.
2 COUNTY OF MARICOPA)
) CERTIFICATE

3
4 BE IT KNOWN that the foregoing proceedings were taken
5 before me, DOREEN C. BORGMANN, RMR, CRR, Certified
6 Reporter, Certificate No. 50644, State of Arizona; that
7 the proceedings were taken down by me in shorthand and
8 thereafter reduced to computer print under my direction;
9 that the foregoing pages 1 - 31 constitute a true and
10 correct transcript of all proceedings had upon the
11 taking of said proceedings, all done to the best of my
12 skill and ability.

13 I FURTHER CERTIFY that I am in no way related to any
14 of the parties hereto, nor am I in any way interested in
15 the outcome hereof.

16 DATED at Phoenix, Arizona, this 19th day of April,
17 2008.

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DOREEN C. BORGMANN, RMR, CRR
Certified Reporter
Certificate No. 50644

COMMENTS FROM JULY 23, 2007 TO APRIL 29, 2008 VIA WEBSITE, EMAIL, AND ONBOARD COMMENT CARDS BY ROUTE

Grammatical errors and punctuation have not been corrected.

ORBIT EARTH

- 1) I like that I can go anywhere with them and it is so amazing we have Orbits. I don't like that we have to wait so long sometimes.
- 2) Needs music
- 3) The service that is provided to us.
- 4) I like, is very good.
- 5) Tedious going through the North Tempe neighborhoods. Overall a great service.
- 6) I like that it is free, drivers are very nice, comfortable seats and AC system. Needs music. Also very cool that it stops almost anywhere.
- 7) Takes you to many places
- 8) Great service. Thanks!
- 9) Great Orbit route drivers. Conveniently timed trips. Stops at my favorite places to shop, eat and party in Tempe. Glad to hear that Jupiter will be stopping at Rural and Southern; will be taking Jupiter often.
- 10) Very convenient. Easy to get around downtown Tempe areas.
- 11) Please extend route one block south from Tempe Market Place to University
- 12) Most Orbit drivers for Earth are very good, had bad experience with one how took off too fast and made me almost hit my head.
- 13) I enjoy the convenience of the route
- 14) Its nice to catch the Orbit to pick up my granddaughter from school or take her to school on the Orbit. She likes to ride the Orbit too.
- 15) It is clean. Nice Drivers. It will save me nearly \$700 per year in parking fees for ASU!!!!
- 16) Covers more areas then the LG Valle Metro buses.
- 17) Service is fast, drop offs are easy, drivers are friendly.
- 18) Good service, especially if you can no longer drive yourself to senior center.
- 19) It takes a long tiem but is very convenient.
- 20) The bus drivers are excellent especially Cliff night time driver and trainer. Buses are comfortable. I ride at least twice or three times everyday. Orbit is great.
- 21) Have longer hours
- 22) I find the Orbits very convenient. The only thing I've noticed it that occasionally I want to ride the Orbit out side of it's hours of service.
- 23) Very clean, very friendly, efficient, fast.
- 24) Excellent - Convenient - Clean - efficient - wonderfully east to use. Thank you!
- 25) It took 1.5 houea to go from 10th and Farmer on Venus to Tempe Market Place.
- 26) I like the convenience involved in getting to ASU.

- 27) It took one hour 15 minutes to get to Tempe Market Place to see a movie. I would like the earth to connect downtown Tempe to the Marketplace.
- 28) I don't know why the bus had to go down Weber and Tempe Drive. It seems a bit over kill for that one neighborhood. Maybe that would help the bus get to the Marketplace quicker. Unless there is another bus that goes from downtown Tempe to the Market- place. How else can we go to the movies?
- 29) It has services to my favorite destinations like Tempe Marketplace and the Library; it's frequent, clean and FREE!; I don't like that it takes a long while to get to my destination because of the way it goes around the neighborhood - but I understand why it needs to go around the neighborhood.
- 30) A little too slow
- 31) -At holiday time maybe collect for food pantry, do some marketing making it "cool" to use -Consider different paint scheme to quickly differentiate routes.
- 32) Can be a little faster.
- 33) The bus drivers are very nice to talk to
- 34) I like everything about the Orbit. No complaints here. Thank you
- 35) Intercom is too noisy
- 36) The Earth would be better if it met at Escalante Center as well - connecting to Mercury.
- 37) I am a 70 year old grandmother. I would have a hard time getting my grandson to school.
- 38) I love the Orbit system. Thank you so much for this bus system. Please keep it in place. Bus drivers do a wonderful job. Operator Freida was so nice and helpful.
- 39) Like: Convenient pick ups, relatively fast hours of service Dislike: Longer route to ASU than I'd normally take.
- 40) Female bus drivers - good attitude. Male bus drivers could have better attitudes.
- 41) They should come to the stops by 20min and no later.
- 42) This is a great help to us, residents and visitors of Tempe.
- 43) Don't have no complaints, but do complement your driver Anthony/5155 very intelligent and good people.
- 44) Anthony is a compatible driver. Certain Orbit drivers are A-holes when they just drive by. Give the man a raise. By the way this is a shaky ride.
- 45) This is very convenient to get to Tempe
- 46) I am impressed that the city of Tempe provides such a worthy service for its residents. The "Orbit" is a friendly addition to the neighborhood! Thanks!
- 47) There wasn't any other passengers on the bus. I sure hope North Tempe starts taking advantage of this. I don't want to lose this service. Thanks for doing it.
- 48) Like: The accommodations I rec'd using a scooter. The politeness of the driver. We are on a month vacation.
- 49) Jackie is a great bus driver. She is nice and a cool person to talk to. She is always happy.
- 50) She drives bus 1439 - her name is Jackie, and she is a very good driver.
- 51) Bus driver 1439 is a very kind driver!
- 52) Jackie is the bus driver on bus 1439 - is a very safe driver.
- 53) The route is long and windy. I wonder if there's a more direct route from ASU to Tempe Marketplace. I like that the Orbit comes by every 15 minutes.

- 54) I wish there was a more direct route to Tempe Marketplace.
- 55) :)
- 56) I like how you don't have to pay and how much quicker it is to take the Orbit to work then the bus and it drops me off right behind my job.
- 57) Would suggest connecting Southern with Tempe Marketplace. Ridership would be high on this route. Ambassador I talked to agrees.
- 58) The ride was good, the driver was courteous and we made it back home on Earth after voting at the museum. We appreciate the service.
- 59) The service is great. The drivers are very friendly. The routes are convenient for everyone's use.
- 60) I think the Orbit service is great but it is very difficult / time consuming to get to Tempe Marketplace. I suggest an express route from Tempe Mills to Tempe Marketplace.
- 61) Sometimes it's too cold inside. Drivers are aggressive: go too fast, harsh stops.
- 62) Drivers need to pay attention to the correct side of the street to see people flagging them down. I've been passed by twice by distracted drivers.
- 63) Love frequency, later hours on weekends would be great, very friendly drivers - we love Orbit!
- 64) I think it is great for seniors who don't like to drive in heavy traffic and for school children and college students. Please keep them running! The drivers are very courteous.
- 65) I like – Excellent
- 66) Carlos..

I just want you to know I had my first need to take the ORBIT the other day. I rode EARTH from Mill & 1st St (Rio Salado) to Tempe & Harold. I had business to take care of at US Airways Corporate HQ and instead of having someone pick me up, I decided to try the bus home.

The ride was around 11:30AM on Thursday (11/1). There were 3 other passengers when I boarded. No passengers boarded outside of Downtown.

The ride was very smooth. We did hit a couple of timepoints sharp and had to hold. Since there is no public timetables for this route, I am not sure if it is clock scheduled (or if we have variable running times based on time of day).. but I am a bit surprised we have timepoints in there, especially so close together.

The operator called the bus route name out when I boarded. (excellent!)

The operator was very knowledgeable. I did not catch her name or badge.

My only comment is on a specific part of the route. I question the routing on Mary, Harry, Frances St. It seems to be a very awkward way to route this service considering there is not much in that specific area. I also notice that in the area where the bus makes those turns there, they have some turning radius issues. The problem is more prevalent when there are two buses trying to make that turn. I see a potential safety issue here.

My recommendation is to propose a change where the route would use Harold St. between Weber and Tempe Dr.

While I can also ride the 76 as a more direct route to the house, I found the Orbit to be almost as convenient. It was a nice bus ride but short enough where it was tolerable.

There's a possibility I may be getting a job at the US Airways corporate headquarters. If that does happen, I plan to be a daily passenger of either the Orbit or 76.

If you have any questions, please let me know. (480) 217-6619.

Sincerely yours,
Michelle A. Eyre
=m

- 67) Its very convenient & comes right through my neighborhood. I recently moved to the area & just found out what the service was. I saw them around there all the time but had to Google it to find out about the service. My roommates are thinking about using it as well. You should really advertise more about this hidden service that could benefit a lot more people. I'd like to be contacted about whether to give the driver a gratuity or not though.
- 68) When picking the bus in Downtown Tempe to return home (North Side of 5th Street) the small electronic signs on the front of the bus are impossible to read from any distance; if the buses were different colors for the route they service; then it would be easier to identify them.
- 69) I love the Orbit bus routes. They are easy and convenient. We take it instead of our car to Mill Street and Tempe Marketplace. We pick it up right in front of our home. The drivers are great. Thank them for a greaat job!
- 70) We took the shuttle to downtown Tempe. We tried to catch the Orbit Earth to get back home but the shuttle driver didn't stop for us even though we were waving and were standing at a clearly marked bus stop. We like taking the shuttle but if we can't count on the shuttle stopping, we will be forced to drive a car to downtown Tempe (or skip Tempe all together and go to Scottsdale where there is free parking). Incidentally, we caught a city bus to get back home from the very bus stop that the shuttle didn't stop at.
- 71) Please advise your drivers to take their heads out of their rear ends when passing the Mill Avenue stop next to Rula Bula's. Last night (11/16/07) at about 8:30 PM two of us started waving at the Earth Orbit well before the vehicle passed by our stop and the driver did not even look to the side to see if there were passengers. Do I have to jump in the middle of the street to get your drivers' attention?

Before Orbit, I never went to downtown Tempe for dinner because of the dismal parking situation there. But if that's the kind of service to be expected, I will continue to take my dining dollars to Old Town Scottsdale where they have plenty of FREE parking.

- 72) I'm so glad it's here and when the light rail is up and running it will be perfect for my commute to downtown phoenix! I can't wait!

I do however think it would be best, however, if on Friday and Saturday nights the buses could run until at least midnight, if not later. It's perfect for the bars.

- 73) Although I have tried to accept the bus as a positive thing, I have decided that having a pubic transit route run through a residential area is not a good thing. I live on Sunset Dr. and there is a speed hump in front of my house. The speed hump has been good for slowing some drivers. Not your buses. First the brakes squeal in order to slow down the bus, than there is the sound of the diesel engine being floored to reach maximum speed before slamming on the squealing brakes again. Sometimes the bus will drive as close to the curb as possible in order to not hit the speed hump with the right side of the bus in order to hit maybe higher speeds before squealing to a stop at the stop sign. Also the timing and frequency of the routes is ridiculous. If you want to sleep in, you can't. If you want to go to bed early, you can't. It's not enough to have the planes taking off and landing over our heads, now we have the squealing and revving of an empty bus. That's another thing. At least 80% of the time the bus is empty. There are less than 5 people on it the rest of the time. That is an empty bus passing my house, one direction or the other, every seven minutes. It seems to me that in order to stem the increased flow of traffic in a residential area, and to decrease costs of the Orbit Earth route, it would make more sense to run the buses down McKellips to

Scottsdale Rd. then down to Webber. The neighborhood would be quiet and the children would be safe. Please consider this. Thank you.

- 74) Earth is too long and convoluted, especially coming from downtown; it took us over an hour to get there. You should just start it at the Community Center and go around the neighborhoods, but not EVERY STREET!
- 75) Wow, I've been waiting for something like this to come along for ages. Very helpful! This will make getting to work and school much easier! Thank you!!
- 76) As suggestion. what about having an express type circular route that has only a few stops at locations like, Tempe marketplace, Southern & McClintock, SOuthern & rural, etc. and also downtown? SO that riders of any of the neighborhood routes can connect to some of the other main shopping/entertainment centers in town.
- 77) I'm looking to try in taking the orbit bus line from my home to ASU where I work.....I see the buses in my neighborhood How can I do this? Will I have to changes buses to get from 2326 e loyola dr to get to ASU on university dr?
- 78) I think that it takes way too long to get anywhere on this. I am in a north tempe neighborhood and have tried to simply take it to the Tempe Marketplace and have found that what should be a 10 minute commute turns into a 30 minute commute because of the round about way it takes. I think it is important to make designated stops so that residents/students will know every time they ride it how long it will take to get to their destination. It is very inconvenient for students or employees trying to get to tempe downtown/tempe marketplace because they can never count on when the shuttle will exactly show up and when it will exactly get to its destination. I feel there should be main designated stops and times of pickup listed for convenient designated pickup sites so that residents/students can have confidence they will get to there destination in an efficient timely manner.
- 79) You need to clarify on the map where all the stops are. The current map is extremely confusing; is there more than one "Earth"? According to the map, there are designated stops on college avenue north of mckellips, yet I have no idea where these stops are. I'm trying to go to ASU, but do I flag down an orbit that says "Tempe Marketplace"? It would also be nice to know where these stops are at ASU, since it's a bit of a large campus. Try to make this website a little more user friendly and helpful, instead of just posting a couple vague-looking maps.
- 80) On January 14th, 2007 @ 6:32pm MST I was standing at the bus stop along with an older lady on the north side of 6th Street east of Mill Ave. in front of the Mission Palms Hotel. Orbit Bus # 1459 was approaching, and I waved once, then as he was actually passing the stop I waved more significantly. He finally stopped after missing the actual bus stop by 50 feet & honked twice, where he was blocking an entrance to the Mission Palms Hotel. When I got on the bus, I told him to wait for the lady because she had asked me to have him wait because she didnt walk so fast. He yelled loudly that he "can't be sitting in the middle of the street waiting for people" and took off so fast that had it not been for me holding on to a pole, that I could have been severely injured due to the fact he didn't give me a chance to sit down. I asked him why he was yelling, and he yelled "I don't need to tell him how to drive! This next stop can be yours" I was the only person on the bus luckily for other's sake & was the only one affected by his attitude & erratic driving. He went around the corner northbound on Mill Ave incredibly fast. I told him "no, you're getting mad because you failed to stop where you should have and now you want me to get off the bus?" He then sped to the stop @ Mill & 3rd St & told me to get off the bus. I walked to the original bus stop and apologized to the lady because I figured she thought I told him to leave her. She said it was okay because she could hear him yelling at me & saw him speed off. The next Orbit Earth bus was approaching & I frantically waved and it didn't even try to slow down as it sped by us as well. Not sure if that had anything to do with the other driver or they just weren't looking at the side of the street for waving passengers. I had to call my roommate for a ride home. This situation was degrading, embarassing, & insulting. This needs to be addressed ASAP. Please let me know if I need to call someone as well.
- 81) This route is really inconvenient. If I want to go to Tempe Marketplace, I have to detour all the way up through Scottsdale, when I really just want to go directly from ASU to Tempe Marketplace. What

I think would make this trip easier and faster is make a direct route from ASU to TMP, either a sub-route of Orbit Earth or a completely different route that hasn't already been named, such as Orbit Saturn, Orbit Uranus, or Orbit Pluto (whether or not it's been discontinued from the solar system qualification of "planet")... The Orbit service itself is a huge asset to the Tempe community, and myself as well as other ASU students appreciate all the hard work put into its continued operation and existence. Thank you for your time reading this, I hope my suggestion has been helpful!

- 82) First, I would like to say that I really do appreciate the Orbit shuttle system, it is a service that is immeasurably beneficial to the residents of the City of Tempe. I have been consistently riding the Earth Orbit shuttle for the past three months and have given a lot of thought to the quality of the service. Below is a list of some of the persistent issues that, for me, allow me to only rate the service as "fair" rather than "very good," or "excellent."

1) On several occasions I have waited up to a half an hour or more for the shuttle to arrive, while watching two or more shuttles pass going the opposite direction during my wait. This is probably the most pressing issue for me because I've learned that I cannot confidently rely on the shuttle to come "about" every fifteen minutes; since I am an ASU student, timeliness and punctuality are a must.

2) The Earth Orbit route. I understand the great difficulty in putting together a shuttle route that is as accessible to as many people as possible and is still a functional and practical route. I also understand that every person who rides the shuttle wishes the route conformed specifically to their own personally needs, but that is obviously just not possible. That being said, my issue with the Earth Orbit route is that it is simply too convoluted, and the loop it makes is a bit too large to make the trip efficient. The total time for my ride today, including time waiting for the shuttle (7 minutes, which is very good) was 34 minutes, which is not bad, but unfortunately it is not the norm. If I have to wait the maximum time of "about" fifteen minutes for the shuttle, the ride may stretched from forty-five minutes to an hour. This is not an unusual occurrence. Now, I don't simply want to raise issues without suggesting a possible solution. I think, because the loop is too large, that it should be split into two routes, or some of the meandering through neighborhoods could be eliminated and the route could be kept more to the main thoroughfares in those neighborhoods.

3) Drivers. There has been more than one situation where a driver has had a small boom box on board, and has used it to play loud offensive music. This is obviously inappropriate, and I cannot imagine I'm the first to raise this issue. Drivers have also stopped to run into convenient stores to buy their lunch, resulting in a ten minute or more wait. With the issues raised in both the first and second points, this basically amplifies those time issues. Drivers using their cell phones while driving, and I don't think it's too much of a stretch to say that this is simply unacceptable. Talking on a cell phone does not put the passengers' safety first. Drivers simply passing up people trying to flag them down, and thankfully this has not happened to me yet, but it does occur.

I do not mean for this comment to come off as a tirade, as I stated at the beginning of this message, this service is very beneficial, and on top of it all, it is free. I simply just want to point out that there is room for improvement. Thank you for reading my comments and concerns.

- 83) Problem with your website <http://www.tempe.gov/tim/Bus/Orbit.htm> -- none of the schedules and maps in PDF format that I've tried will download (I hit the SHIFT key when I click on the link to download in a new window) to computer #9 at North Tempe Multigenerational Center at 4:45 PM Saturday March 8. The window just sits there and eventually comes back with "Cannot find server" in the title bar and the following in the window:

The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

Click the Refresh button, or try again later.

If you typed the page address in the Address bar, make sure that it is spelled correctly.

To check your connection settings, click the Tools menu, and then click Internet Options. On the Connections tab, click Settings. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).

See if your Internet connection settings are being detected. You can set Microsoft Windows to examine your network and automatically discover network connection settings (if your network administrator has enabled this setting).

Click the Tools menu, and then click Internet Options.

On the Connections tab, click LAN Settings.

Select Automatically detect settings, and then click OK.

Some sites require 128-bit connection security. Click the Help menu and then click About Internet Explorer to determine what strength security you have installed.

If you are trying to reach a secure site, make sure your Security settings can support it. Click the Tools menu, and then click Internet Options. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.

Click the Back button to try another link.

Cannot find server or DNS Error
Internet Explorer

- 84) It's time to update the Orbit Earth map to show it connects to Orbit Jupiter on College Avenue downtown.
- 85) I think that more of the routes should connect to Tempe Marketplace. I live at Broadway and River. From the map, I would have to go all the way to the Mill Avenue district, switch orbit routes and ride all over north of the 202 before reaching the Marketplace. Tempe Marketplace is the new hub of life in our city, not Mill. All routes lead to Mill. They should also all lead to the Tempe Marketplace.
- 86) Please advise the older male Orbit Earth driver (with gray hair) that passed me by yesterday (1 April at 10:45am) on East Weber Drive between College/Scottsdale Road to pay attention to the correct side of the street so he can see people like me flag them down. This guy was clearly looking at the Sotelo Lofts construction side on the opposite side of the street when he should have been looking at my side of Weber Drive. Do I have to jump in the middle of the street to get your drivers' attention? Perhaps you need to revisit your hiring standards. Drivers are paid with MY tax money and if they can't do their jobs right they need to be fired.
- 87) i think there should be a shorter route to the market place
- 88) I wish this route ran later in the night. I sometimes visit downtown tempe in the evenings to socialize with friends and would like an alternative means of transportation if I choose to indulge in a few beers.
- 89) Well, its pretty convenient to ride for free of course. And the buses are clean and are comfy and really nice and the smell alright other then once when one of the buses smelt like weed. Yeah, its was terrible. One of the drivers, hes an old man and his route is on Earth, he's extremely rude. As I walked off the bus I had said, "Thank you" and he rudely replied by answering back saying, "You're NOT welcome," and it was like what did I ever do to you? I think that the drivers should be more well picked because he was really rude and made me wonder what I did when I was acting very nice on the bus, I was just talking with a friend about nothing bad in particular and sitting there not very loud nor obnoxious and he says this? Its was horrible! I think anybody like that should

definitely be fired or taught respect. He was a fucking bastard. I'm not gonna lie. It pisses me off to see people like that driving public fucking buses knowing they're gonna treat anyone like that. Bitches! They are ass' at times as well. Ughh.

- 90) I think the Earth route should be extended east to the Villagio Tempe condos at the 101 and Rio Salado Pkwy -- this would be a small route change and would accommodate over 770 new homes.

Thanks!

- 91) I am not in favor of the time change; it is only a six minute change which translates to a possibility of four available bus times to take to work versus the previous five bus times i.e. I had previously available 7, 7:15, 7:30, 7:45 or 8:00 (if, necessary) now 6:51 too early, 7:06 viable, 7:21 viable, 7:36 viable; 7:54 (if, necessary/ too late) and 8:06 way too late.

What was the reason for the change.... I have heard similar comments from other co-workers and riders that are trying to make connections on Washington.

- 92) I have been riding Valley Metro for 15 years, and although I do not currently ride the circulator buses, I have been thinking of buying property in the Miller Road area--which is serviced by the "Earth" circulator. I think this neighborhood would be better served if the route continued east on Cottonwood to Miller road then came south and connected with Valerie Drive, Weber Drive, and Tempe Drive, to Curry Road. Thank you,
- 93) I like the Orbit because it will allow me to take my child back and forth to school without having to walk or drive my car, thereby saving gas, money and most importantly, the environment. I love the fact that it serves the neighborhood in which I am living, is free, convenient and easily accessible from my house. I only have to walk down the street not even a block to catch it. Thank you so much for making Orbit available.
- 94) I like everything from Orbit and I love Orbit.
- 95) I loved the convience of walking to the next street and being able to wait a few minutes for a free enjoyable bus ride! I will use this service often. Thanks!
- 96) If there is an event at Tempe Town lake, I go to the football stadium.
- 97) I didn't like that when we said stop he just smiled and waved and it's late and we had to walk.
- 98) Outstanding Service - five stars. Why free?
- 99) I love this service because I'm able to travel w/o assistance from friends and family.
- 100) Tempe Market Place - No trash cans or benches to sit on
- 101) It is nearly perfect. Just let me bring my leashed dog.
- 102) It seems to make more sense for the route to go from the down town bus depot to Tempe Marketplace and then follow the route - make the route a complete circle and have the busses running in both directions.
- 103) I love the Orbit! It is so convenient, it stops right outside my house. The drivers are so friendly.
- 104) I think Orbit should go South of Scottsdale to Curry
- 105) The bus driver, charlene, was very informative. She was very courteous and polite. She gave me the Orbit map directory and told me to ride more frequently. I think the Orbit bus service is very convenient.
- 106) I feel safer walking in my neighborhood. Four trips so far - I love it!
- 107) Tempe cares about providing efficient comprehensive transportation for getting all about town. I'm disabled and appreciate that! Thanks.

- 108) Great to Flag, easy routes to remember.
- 109) The bus is too chilly. Likes: The trip is long and round about like. It runs 1/4 hourly. It stops in front of my house. It's free.
- 110) Its alright, I shop at Big Lots a lot.
- 111) Marketplace bus stop - have to walk a mile to movie, shops, etc. Bad knee can't walk far.
- 112) It stops or it runs right in front of my house. I don't have to drive to work.
- 113) Me and all my friends would like to be able to go to the zoo.
- 114) So far I like the Earth Orbit very much. It made my life easier esp. I don't have to ride my bike home at night. Thanks!
- 115) I like the Orbit because it's free and it takes me to the right places.
- 116) I like it, but it takes too long to leave. I like it because it's free.
- 117) I like the route very much. It can get me to work and Target for shopping.
- 118) It was enjoyable.
- 119) I don't have to drive and park.
- 120) Frequency - the price is right. The driver was courteous - I'm impressed!
- 121) Great Idea!
- 122) I use the Venus route often and enjoy it, However the route from Mill to Tempe Marketplace is very long. It would be nice to have a shorter route.
- 123) I rarely compliment on cards but my neighbors and I love this. Work and Tempe Marketplace are now easier and fun to get to. Thanks!
- 124) I think service is good, I just wish this route extended up to my area.
- 125) I like everything about the Orbit bus. It's an excellent thing. You are great bus drivers and safe too.
- 126) I would like it to go into Mesa
- 127) I don't like when the City of Tempe doesn't let the bus system know of detours ahead of time. I was late to work on 10/28 due to the City of Tempe.
- 128) Mary the bus driver was great.
- 129) The drivers are very helpful and courteous
- 130) It's free! I can't complain! Thanks!
- 131) I love that it comes by my house every 15 minutes. Makes getting to work very easy.
- 132) I don't like that the earth doesn't go in a circle.
- 133) Helps me to grocery shop
- 134) Price of bus fair is way to expensive. All bus service should be free.
- 135) Its very convenient it helps me get to work.
- 136) I like the service keep up the good work, need more people to ride the bus. Great drivers.
- 137) Everytime that I ride on the Orbit the driver is very friendly. He/She is a good driver. The bus is clean and most of all I feel safe when I go and come from where ever I go.
- 138) No direct route rom ASU to Tempe Market Place. (College to McClintock to Mkt Place)

- 139) This route is way too long - nobody hardly is picked up as it moves through the neighborhoods. They need to add an Earth express that goes from ASU to Tempe Marketplace.
- 140) It takes too long for the bus to come or leave me somewhere. We missed the bus last time at 10:00pm because the other bus took too long. The other bus came faster.

ORBIT JUPITER

- 1) It's a great thing that there is a bus every 15 minutes. Some major metro valley routes have a bus every 30 minutes for most hours during the day. I think Orbit buses are fantastic because they offer efficient service, they are free and visually too, very pleasant! Also, the drivers I've had are very friendly. Thank you!
- 2) It's the greatest thing!
- 3) Run later 12!! Midnight on weekends!!
- 4) Driver on Jupiter on 1340 at about 6:15 would not stop when requested. She made one old man walk back over 1/4 mile. She said it was a new city policy to limit where Orbit can stop on College Ave. Why do you want to bill this excellent program? This new policy will make me stop using Orbit.
- 5) This is the best service in the valley metro area. If metro would get the rest of their buses to run like Tempe's Orbits, the valley would actually have a functional metro system!!!
- 6) Please put name on the back of the bus also - Some of them will say you can get on but lecture you that it is not the right place. Can't we just wave at them and have them stop if it is on their route?
- 7) Excellent service. Very easy way to get downtown Tempe.
- 8) Like: The price; the drivers; every 15 min; comfortable; bike racks; feels safe. Not so much: stops too early; needs signs on rear and sides of bus.
- 9) I think that Jupiter should drop off in front of the library.
- 10) I like this service. I rode almost every week day. It is a little ambiguous if the Jupiter driver stops at 10th street on Mill.
- 11) I like everything, it picks me up and drops me off at the perfect spot. Thank you so much for the Orbit! :)
- 12) Plus: Good solution to ASU parking problem for Tempe residents. Minus: Even at designated stops, it appears one has to flag (wave at) the driver. This is not clear in description. We were nearly passed by more than once.
- 13) Waiting in front of the Tempe Library 25 min prior to Orbit appearance 1/31/08 Jupiter (Forward) 5:30pm did not come in front of Library came through Parking Lot - I ran after the Jupiter shouting and waving my arm the driver looked towards the library I had a cart and continued to run after it - it stopped for a minute but never stopped long enough to see me running and shouting - it continued to the back of the library - I was still running - I asked the Jupiter (back) to call base and report it.
- 14) Likes: neighborhood pick up and drop off. Quick service. FREE!! Late hours. Dislikes: Drivers seem rushed, like they are always behind schedule. Suggestion: Fewer longer routes with more vans? Also, advertise this service more!
- 15) This bus takes 1/2 the time of city buses to get to ASU. I use Jupiter for nearly all of my errands. Thank you Tempe!
- 16) Free and friendly - I can get groceries and only have to walk 2 blocks when I get off the bus - I hope you will put the Name on the back of the bus also.
- 17) Sometimes it takes long to catch.
- 18) So far, so good.

- 19) Got me to ride mass transit for the first time. Really works for getting downtown, will go more often.
- 20) Would like to see a Rio Salado bus that goes by 52nd St
- 21) I wish I could take Jupiter to Earth and go directly to Tempe Marketplace without winding through North Tempe. Then I wouldn't drive there by car.
- 22) The bus driver was rude, she would not turn the a/c on. Mars needs to go to Tempe Marketplace.
- 23) I would like to have the service expanded to Rural & Guadelupe. We love the Orbit and would like it more if it would go do S. Rural Rd.
- 24) The service is excellent. The drivers are nice.
- 25) No complaints
- 26) I love the service! Drivers are great! Keep em truckin!
- 27) Convenient and opportunity to see more of the area
- 28) I like the existence of Orbit! Have not ridden it enough to know more.
- 29) I left my phone on bus and Ed found it and returned it to me! Great service!
- 30) Not clear where driver is supposed to stop on designated routes.
- 31) I love this service, but Connie is a terrible driver. She drives Jupiter Back around 5pm. She yells at other drivers, talks on her cell phone while driving, won't stop south of Broadway until Concorda, takes 2 blocks to stop and is rude to passengers.
- 32) Everything is great, except I need more training on seatbelts. #1449 has a broken ramp
- 33) Drivers are neat!
- 34) Bus drivers often exceed the speed limit. I boarded a Jupiter Forward on S. College and La Jolla on 3/4/2008 at 4:15pm and the bus driver was driving 35-40mph in the 25mph zone. Even in the school zone he did not slow down.
- 35) What I like about the Orbit route is that there friendly and it's good servicethat people could really relate to cause you don't have to have to pay to ride the orbit bus and that's a nice thing to do for people who can't get a ride.
- 36) Drivers need additional training. On March 4, 2008 at 6:20pm, I witnessed how a bus driver was driving a Jupiter Forward bus until number 1441 did not stop on College and Broadmor for a family of four allthough it was safe to stop at that point. School was not in progress and the driver refused to stop in the school zone. Also the driver was driving quite fast.
- 37) Suggestion: Orbuir Jupiter run is great as is! On any next service (Saturn?) if you could reach Guadelupe and MCClintonck for changing hands bookstore, Trader Joes, Petsmart, fast food and even a Fry's, such would be wonderful.
- 38) Door to door service, clean, comfortable, friendly, convenient service hours flexible stops. Add visible time of day display.
- 39) It gets very crowded at 2-3:00 when school lets out. Need more buses? Would these students usually walk - are you saving vehicle transport?
- 40) He made a seat belt to hold my sister who is disabled lock into floor and warned every passenger to watch their step. Unloaded: communicated to following Jupiter...
- 41) I love it! I talked to an ambassador Veolia.
- 42) I like that I can get to it by my house and take it to ASU. It saves gas too!
- 43) One driver (female) is rude and uses her cell phone (even txt) while driving. She drives too fast and doesn't stop between broadway and broadmor school (it's legal to stop on either side of crosswalks - she refuses). She drives bus often @ ASU @ 5:15pm Jupiter Back. 2/19/08 and 2/20/08

- 44) I think that the Orbits are so great if it wasn't for you I would be late to school.
- 45) Superb! Forward thinking to meet Tempe's needs.
- 46) This is a great service! More public transport for Tempe! Yay!
- 47) I would like it if it came a minute or two later. As it is, it is impossible for me to get there for school ends at 2:09 and the bus come at 2:09.
- 48) I love taking the Orbit in the morning. I would like it to run later but less frequently on Fri. & Sat. nights.
- 49) Thank you for opening Jupiter for us. The bus route is convenient and drivers are super nice. However, the waiting during rush hours (8-9am and 6-8pm) is just painful (way more than 15 min). I sometimes saw two Mercury passed by me and no Jupiter showed
- 50) Like the frequency of the buses every 15 min. No waiting. Drivers of bus are very helpful.
- 51) You should change your policy regarding stop locations on College will weaken your program. If we have to walk over 1/4 of a mile on College, why bother with the Orbit?
- 52) Bus drivers have not been friendly. Really could care less if you ride the bus or not. :-(
- 53) The drivers are usually courteous, but some are not. Some of them are crazy drivers, driving as if they are street racing!
- 54) Knowing I can get a ride every 15 minutes - I don't have to worry about parking = I love it!
- 55) The orbit service is extremely convenient on rainy days or when I need to carry heavy or delicate objects for home to work. On these occasions, I prefer taking the shuttle to driving, although on most days I use a bicycle as my preferred means of transportation. One thing that could improve the Orbit service would be having it follow a time table, so one would know when it will be at particular points along its route. However, this may not be possible when it stops for riders anywhere on its route which is also convenient.
- 56) I love that the Orbit makes it possible for us to get around town more easily and quickly. I also love seeing all of the different personalities of the bus drivers. I am frustrated, though, when I'm not picked up because the Orbit is full. Also I am frustrated with seeing 2 Orbits come by at once.
- 57) I like it saves time for me. I did not like somebody with a cart getting on (apparently a homeless). I would like if a schedule could be posted (at every 5 blocks?). I believe kids younger than 10 should be with an adult to get into the Orbit.
- 58) I just want to say one thing is that it stops anywhere which is really good. Thank you for your time.
- 59) It goes where you need to go and at times when you need it.
- 60) A very nice service. We hope it will continue. No downside that we see.
- 61) Drivers helpful and courteous. The Orbit is a great addition to our neighborhood.
- 62) I do not like that elementary school children (from McKerny) in large groups take Orbit instead of their school bus. Orbit does not stop in the school zone, but that does not prevent school kids from stopping that bus outside of the school zone.
- 63) I love seeing them pass my house as they remind me I am not house bound any more. Drivers for the most part are pleasant and courteous with a few nasty exceptions. De De was the best so far.
- 64) I like the fact that I never have to wait long. And coming home, I can take Jupiter or Mars.
- 65) Love everything. Thank you!!
- 66) No complaints. Bus drivers are friendly and answer questions. Please keep maps stocked in buses, they are asked for.

- 67) This service has been a big help to me and my friends. We can go anywhere in Tempe with these buses. It is so much more convenient than it was before.
- 68) It's convenient and it's free
- 69) I had to wait 40 minutes for the "Jupiter Forward" on 2-11-08 @ 8pm. 2) It is very annoying to be jerked around by rapid acceleration and braking of drivers. This has been the case in all shuttles.
- 70) The bus drivers are nice and it helps us out so much. Xoxo
- 71) 1) convenient, 2) frequent service, 3) clean. I like it!
- 72) Waiting for service in my neighborhood.
- 73) Great, just needs improvement re: drivers. I love the service, but at night they drive too fast on College (35mph). Also they do not run on time. I often see 2 buses 5 min apart. They run early by 10 min.
- 74) The driver was informative, cautious, and cheerful.
- 75) I would like the drivers to call out streets because it is difficult to see street signs with the seating arrangements.
- 76) Too long get to Tempe Marketplace
- 77) I just love the fact that its convenient and I can get dropped off right in front of my house. I love it!
- 78) Keep up the good work!
- 79) Just want to say thank you for your services. You guys are doing a great job!
- 80) Two criticisms thus far: 1) schedule; sometimes you will see two buses virtually back-to-back; 2) some drivers go a bit faster than they should along College, even in school zone (but when school is out 30-35 mph).
- 81) We think it is a great service and another great reason to live in Tempe over any other valley city.
- 82) Very handy to all places 2 go frequently except AZ Mills.
- 83) So far, so good. Wish there was a bus from my neighborhood directly to ASU. I would be more likely to use buses if they ran more frequently. Thanks much!
- 84) Not enough people can stand in the bus, most big city buses most people stand. I love the friendly drivers.
- 85) I do not like how the current route does not go all the way down to Hermosa, but that it stops at La Jolla. It should go down and U-turn at the cul de sac.
- 86) Service was great! We had a wheel chair.
- 87) Convenience. Time > every 15 minutes.
- 88) My wife and I do thoroughly enjoy the system.
- 89) It was a great experience. Quick convenient, clean, pleasant. We will ride it again!
- 90) Good route.
- 91) Original Orbit service was too limited. Current service is much moer convenient. I am 54 and have arthritis and it is difficult to walk to the Metoro stops. Orbit makes it much more convenient.
- 92) Everything! Thank you so much!
- 93) This route is very convenient and had a lot of uses (Lots of Jr. High kids). Good job!
- 94) Frequency; Hours and days.
- 95) It saves me gas and parking money.

- 96) I would like to know the approximate times the Orbit would be at certain locations on the route to better schedule when I leave my house to meet it. The "approximately every 15 minutes" rule doesn't seem to hold true.
- 97) Since the beginning of the Orbit I have been using them more often than using my scooter. The drivers are the most courteous I have ever dealt with. Very polite.
- 98) Waiting for Jupiter Back Bus on Jan 20th on College. Lady sat and waited and waited almost late for wk.
- 99) I like that I can catch a ride everyday to work and weekends for when I want to go downtown (Tempe) for a movie or dinner. If I have a glass of wine then I catch a ride home.
- 100) I like the way Orbit helps me when biking or walking isn't fast enough. It's very helpful in dealing with a shortage of parking at ASU and less than great weather.
- 101) 6:00am 1-31-08: The bus driver stopped, let man in suit on. Closed the door on me and another man - the bus was empty. Bus #1441.
- 102) The orbit service is very convenient but the timings can be slightly improved to a fixed time schedule.
- 103) Suggestion/observation: Minibuses seem to get bunched up so that two-three will be in the same location at the same time. Is there a way to have them spaced better (communicate with each other better?)
- 104) Please consider running the bus later into the night to service night life.
- 105) I wish schedules were printed and easy to access and they ran until after bars closed. This is a great service, make it better.
- 106) Free and convenient. Went downtown to have a night out - really enjoyed it. We will use again.
- 107) I love its long hours - it makes me feel safer at night. And the frequency is good, too. Thanks for providing public transit - and for free, too!
- 108) Very good route for my use.
- 109) Will reduce car traffic and parking needs
- 110) I will not get on the bus with this black woman who is so short she can hardly see over the steering wheel. She starts fast and stops fast. The brakes won't last 1 month. She is a poor driver. A black man got on the bus and the B.S. for 1/2 hour about there problems. They were loud. I heard 2 people say they are getting off before we got into a accident. They did get off. I should have but I road it out. Get rid of her. Time to tell yor drivers to shut up and pay attention to there driving.
- 111) There is nothing I dislike about the Jupiter route. As I noted on question 4, I've been waiting for this route to start since last Nov' 07. I found out about it thought the website TIM off the Valley Meteor website. I'm looking forward to utilizing the Orbit routes in the fnear future. Also your drivers all so friendly and helpful.
- 112) I liked being able to go to the Arena so conveniently and not having to worry about driving there or where to park.
- 113) Free
- 114) I am a faculty member in the school of business at ASU and publicizing this transportation in my classes...I started to take this bus just a few days ago (when this route started) and think this is just about the best thing the City of Tempe has sponsored during my 45 years of residency...I have noted that the ridership varies, between students and retired individuals and I am hopeful that this service, after such a good survey will be a continuing event - THIS IS SUCH A GOOD THING!
- 115) Like convenience and schedule.

- 116) 5ht time on Orbit. Difficult to get a consistent pick up and drop off policy from drivers. Is it all bus stops or not? How do you get off when route is dotted? How close to a corner can you get off?
- 117) The Orbit in both directions took about 20 minutes for me to catch. The time between buses seems to fluctuate greatly.
- 118) Would like to have some approximate times to count on catching the bus so I can plan better.
- 119) I think it is incredibly convenient for the residents of Tempe. I use it for (ASU) school, the gym, to run errands, and to eat out. Keep Orbit.
- 120) Loved it to go Downtown and shop and dine (without the parking issues!) Loved it to go to the post office and library. Loved it to connect to Earth to go shopping and a show at Tempe Marketplace.
- 121) Thanks!
- 122) Putting the name of the orbit on the back top (like the bus) so we know which orbit it is.
- 123) It's so cool!
- 124) The bus should run later. At Least until 3 am) to service bars.
- 125) It is great service
- 126) It is very helpful.
- 127) The driver (Linda) was very nice. I like the frequency (every 15 minutes). I use a wheelchair, so I appreciate the accessibility.
- 128) Instead of back and forward, why not use CCW and CW. We didn't understand what back and forward meant. Running to 11 pm would allow usage for Gammage and other ASU events. Name on back to identify routes.
- 129) I like everything about the Orbit it's a great help for the community.
- 130) There needs to be an alternative Orbit route for the south area to get to Tempe marketplace. Orbit Mercury perhaps?
- 131) It is a big delay to go around the Library. Checking could be done at the southern and rural stop.
- 132) We love the circulator and will use it often
- 133) Very pleased with the efficiency and ease of using the Orbit service. We (family) plan to use the Orbit whenever possible. Thank you.
- 134) Excellent! I noticed it's very dangerous for the shuttle trying to get from the Terrace/Southern bus stop over into the left turn lane at Rural and Southern in heavy traffic. I would not be surprised if there is an accident soon. Maybe a bus pullout
- 135) Please end the delay of circling the Library. Go in and back out if requested only.
- 136) It's a great system - Keep up the good work.
- 137) Love it! Will use it at least every Friday nite and any day to Library or ASU or Downtown.
- 138) I enjoy it and am very glad Tempe finally has a free transportation service.
- 139) Great Idea!
- 140) A terrific service!
- 141) Convenient and great price. There was a homeless man riding who had not bathed in months.
- 142) The frequency needs to be more consistent. Sometimes it's more like every 25 minutes. I do love the service though and will continue to use it daily.
- 143) Bus # 1451, Orbit Jupiter back, 5:45pm, 4/14/08, Monday, 5th and Mill Ave. and at Tempe Community Complex @ Southern and Rural. Female Driver, African-American decent, age 30-40+,

short natural black hair w/ half ponytail. Opens door partially for me boarding on and off while fully opens door for white and African-American passengers.

- 144) A wonderful mode of transportation - I will be using for jury duty in Tempe.
- 145) Please run it later at night - esp Fri and Sat.!
- 146) Very convenient. Easy access to downtown, library, and stores.
- 147) Like: frequent; FREE; comfortable; friendly drivers; gets me to the library and Tempe Marketplace; Dislike: There's no stop right outside where I live; some of the drivers can be too vocal when frustrated with the traffic This can make them seem impatient I think they should just voice out their complaints silently in their heads. Overall: I LOVE ORBIT! THANK YOU SO MUCH!!!
- 148) Bus riders are littering into yards on College. Also, waiting riders are sitting on the curb with their feet in the gutter
- 149) The local maps are hard for me to decipher.
- 150) Before I took the local bus, but then I recently found out about the Orbit. I love it because there is just some days I don't have \$2.50. So I take the Orbit and Walk the rest. It really helps me.
- 151) A Mars or Earth drove by a stop and couldn't see the people at the stop. The Jupiter I boarded had a driver who offered to radio the missed Orbit to wait at the next stop while he took the passenger there. Very thoughtful of the driver; people like him are what make the Orbits so pleasant to ride.
- 152) Like the wave and pull over section the best. Get rid of the speed bumps!
- 153) Love the service
- 154) Very convenient transportation. Drivers should be trained better.
- 155) Orbit is the best public transportation service I have used in the state.
- 156) I consistently wait 20-25 min on Monday mornings. It is also disheartening to be waiting and seeing two Jupiter busses come within a 10-15 span in the opposite direction as I wait for my bus.
- 157) I believe you need to add a route to Arizona Mills mall as it is a Valley Metro hub.
- 158) I think it is truly a wonderful convenience. We only encountered one female that was not friendly.
- 159) Buses are a little erratic in terms of the time between buses.
- 160) Sometimes the drivers don't wait for the riders to get seated before they pull into traffic. I've almost fallen twice when they've done this. Otherwise, I love having this service available.
- 161) Provides transportation to ASU which is preferable to finding/paying for parking.
- 162) I like the service very much overall. Timing is a little off, sometimes I wait longer than 15min other times the buses come in bundles. The no-stop zones by schools is very inconvenient. Some of the drivers drive too fast.
- 163) The bus driver was very professional. I wish there was an Orbit that would go to the only mall in Tempe-AZ Mills
- 164) Two orbits passed us at 7:15pm Thursday night at Southern and Terrace going West and did not stop at us stop on Terrace and Southern bus stop. Driver at Tempe Library said they don't have to stop there because there is no sign. It is on map.
- 165) I love the Mars and Jupiter routes - so convenient. I wish there was a closer/easier route to Tempe Marketplace.
- 166) Very, very convenient, drivers very polite.
- 167) It would be nice if Orbit went to grocery stores. Frys-southern/mill & Tempe High.
- 168) I like the frequency, friendly drivers, convenience.

- 169) Great thanks
- 170) Does not run late enough. Not necessary to run every 15 after 10pm, maybe every 30 or even hour. I realize you do not want a lot of drunks but it would help keep them from driving thanks.
- 171) 1st am Jupiter bus #1444 the driver is Terse & drives angry (sudden stops and starts) she recently bounced a man out of the rear seat by accelerating over a speed bump because he fell asleep. Then she put him off the bus! She has no people skills. She needs to be let go to find a job she's better at
- 172) I've talked to every bus driver so far and they said that they don't go down further then La Jolla. It would be more convenient if it went to at least Hermosa.
- 173) I think the service is excellent. The drivers are pleasant and helpful.
- 174) Too long of a wait sometimes.
- 175) 11:20am, bus #1452 (3/19/08) - surprised the driver did not allow six or so passengers to board because the bus was "full." There was plenty of space to stand and I've seen buses much more full than that during rush hour.
- 176) Add route down Broadmore >Dorsey>College
- 177) There needs to be some type of signage on the back or side windows as to what shuttle can be displayed. I have walked to front to read which shuttle to have doors closed and it leave before I found out what one it was.
- 178) I think they should have a few more routes through out Tempe.
- 179) Bus #1442 was great! He paid attention to the schedule with great detail.
- 180) I don't like drivers pulling away when they've seen me signal.
- 181) As a senior citizen and not a driver I have a new sense of independence. I don't have to beg or nag or demand a ride from family and friends.
- 182) I love it but wish it is more regular. I like that it seems to keep cars from racing down the street.
- 183) I love that it goes near my house. Several times I have been waiting 30+ minutes on the bus or for the bus
- 184) I love that it goes near my house. Several times I have waited 30+ minutes on the bus or for the bus at end points like ASU at shift change.
- 185) I really appreciate this bus route. Need to improve signs at bus stop. Sometimes I don't see sign of Orbit at one bus stop so I'm not sure weather or not I walk to other bus stop.
- 186) Love this service.
- 187) Like not having to take my car to work, convenience, meeting my neighbors.
- 188) Waited for bus approx 30 minutes and that caused me to be late
- 189) Put slap on magnetic signs on the side. It is a problem trying to see what the bus is.
- 190) There is no clear way to connect to a different Orbit. For ex: The Orbit that goes to Evergreen and Southern; how do I get to it from Southern and McClintock.
- 191) Don't have to walk and picks up in front of my house. Also pick up anywhere.
- 192) Don't like jack rabbit starts and hard braking, needs seat belts. I want Jupiter to go to Tempe Beach Park. To far to walk from 5th street for 2-75yr old people.
- 193) It is a special mode of transportation for me. I am anxious for more routes to start. Of the 16 trips I took only two drivers could improve, the rest were super!
- 194) I can leave home any time, don't need bus book.

- 195) It connects with 56 so I can get to my job. I like getting downtown.
- 196) Kudos to bus driver Penny. She is consistently courteous, helpful and patient. I use a wheel chair and some drivers are clearly unhappy to deal with me. Not Penny. She is one of the best.
- 197) I enjoy the Jupiter much better than the Mercury because it gets me to work further. Morning driver Ed is very nice.
- 198) dislike: no bench, no clocks, longer route. Like: Great drivers, comfortable ride, very convenient.
- 199) How do you access the route south of the 60 or when will that be available?
- 200) I am moving into the new bridgeview condo's at Hayden's Ferry Lakeside in March. My son goes to school at Tempe Preparatory Academy on Southern between McIntock and Rural. I want him to use the Jupiter Orbit van to go to school in the morning and come home in the evening. Does the orbit run on a strict schedule so he knows when he needs to be at the pick up point and when he would arrive at the drop off point?

I assume he would have to walk to 5th street to pick up the bus in the morning and that would be where they would drop him off in the evening.

please let me know about the schedule and if there is any discussion of extending the orbit to service the condo's on Tempe Town Lake

- 201) Thank you for connecting all the routes, I normally ride my bike because there are very few free places to park by ASU anymore and sometimes I just get tired of riding my bike. This is a very progressive and responsible way to move around the people that make Tempe such a great place to live, work, and learn. Thank You.
- 202) I plan on using Orbit Jupiter starting today. On the map, what do the symbols OM, OMA, OV, and R stand for? I'm sure it's quite obvious... once you know. These symbols are not listed on the legend.
- 203) Hi,

I really liked the convenience of the Jupiter shuttle on College to ASU, however I thought I could pick it up by US 60 and College. This was not the case this morning. I walked up to La Jolla and caught it there, which really is not bad, but if this is where I need to pick it up I think the maps should be updated.

I am new to the shuttles, and I am sure I will figure them out better in the future, but the maps don't seem intuitive to me. I'm not sure where to pick up the shuttle for my return trip, etc.

Overall, MUCH better than catching the 65 or 66 every day!

The drivers I had were both very friendly and I enjoyed the trips today.

- 204) Just a quick note about how delighted I am that Orbit is finally working our neighborhood. However, last night's ride was a little "herky-jerky," like the driver didn't have a real good feel for her shuttle. She'd hit the brakes, and I'd literally have to brace myself. I don't know if she needs more training, but I hope the drivers are cautioned to drive carefully down College. Not just because there are two schools, but because many of my neighbors were dead set against this route through the neighborhood. I love the Orbit and thought their concerns about how much traffic it would bring and how dangerous it would be were quite overblown. But it's important that the Orbit drivers not add any fuel to the fire by driving in the manner this woman did.
- 205) We have been excited about the Orbit Jupiter route coming to our neighborhood and started riding on the first day of service. We got on only a few blocks from our home and arrived downtown in the same time it would have taken to drive, but eliminated the trouble of parking. Orbit will now be our first choice when going downtown.

- 206) The online map for Orbit Jupiter is all but impossible to download, and it is not readable with earlier versions of Adobe Acrobat as are the other maps. Could you get your IT people to spend the needed 10-15 minutes to export that again and this time set the readability option to Adobe Acrobat 4 so that it can become a smaller file and readable by everyone?
- 207) My question is this. If I take the Jupiter bus home, boarding on McAllister outside the Psychology building, will the bus make a stop at Del Rio Drive & College or is my closest stop at a flag stop outside McKemy middle school?
- 208) I liked everything about it. Took it from Del Rio to ASU and back both days it's been in service. So far, I'd say it's the best neighborhood service from the city in my 27 years as a Tempe resident.
- 209) Very convenient. My husband and I decided to go to a movie at the Valley Art. We caught the orbit on college ave. and had a quick 10 min ride to downtown. Very nice not having to find a parking spot. Only wish the Centerpoint was not closing. We really don't want to have to take that long ride to Tempe Market Place to see a movie.
- 210) I love that the route is right outside my home. It's very convenient and the best part is that it's free. :) The hours of operation are long too. Thanks for making Tempe feel more like a community!
- 211) I love the Orbit and actively lobbied for its expansion and its use of College. However, on my first trip from home to downtown, the driver held a steady 15 MPH from La Jolla to Apache. He was going so slow that 2 drivers decided to pass on the left in the turn lane.

"Too safe is actually UNSAFE."

I understand that they've been instructed to go "at or below" the speed limit...but 15 is way too slow and will simply result in large number of complaints! (This should not be considered a complaint, but constructive criticism.)

Other than that, I LOVE IT!

- 212) Very convenient way to get home late at night.
- 213) we took the Mars from Rotary park - it runs both directions very close to the 15 minute schedule. We got off Mars at McClintock High to catch the Jupiter at the bus stop. we waited a half hour before the counterclockwise bus came thru, and in that time the clockwise bus went by twice. perhaps since Jupiter is a large route and goes thru ASU with multiple stops, two buses should go in each direction.
also, we would have taken Jupiter/mars home, but could not count on Jupiter to show up in time to get us back to Mars. is there a set schedule? Do they run until 10 and then stop abruptly? could they run til midnight on Fri and Saturday?
Overall the ride was pleasant, busses were clean and driver was courteous, just wish we could count on the time frame better.
My \$.02. :-)
- 214) 1. The Jupiter Westbound on Southern does not serve the busstop on Southern and Terrace: Orbits are in the left lane on Southern and do not seem to be able to (or be allowed to) make it to the right lane when traffic is heavy. What good does Orbit do if it even does not serve regular bus stops on the route?

Suggestion: Have Orbit take Malibu up to Terrace, turn right on Terrace, then left on Southern, and then it can stay in the left lane on Southern. Passengers can simply board on Terrace before it turns left.

2. Please post a schedule. Sometimes there are two buses behind each other, and then I guess it may take 30 min for the next one to arrive. I prefer public transportation that runs more or less on time (i.e., Valley Metro) over buses that may be more convenient route-wise but where you run the chance having to wait for ages (particularly unpleasant in the midst of summer).

- 215) Just unsure about the schedule. When is Jupiter "Back" scheduled to leave from ASU. Is it on the hour (e.g., 8:00 am and every 15 minutes thereafter) or sometime other than on the hour?
- 216) I *love* the Jupiter bus and have used it several times already. The drivers are great, the buses are convenient... I'm ecstatic that we now have this service along College Ave. One of the best uses of our tax money I can imagine!
- 217) My family has looked forward to the implementation of the Jupiter route for some time. Daughters that attend school along College and my wife and I who avail ourselves of the wonderful services offered at the Pyle Center and the library were happy that we could leave our cars at home for many of our short excursions.

We now find that the route south on College has been abbreviated by several blocks leaving us hanging. My wife almost missed an appointment at the Pyle Center today due to the fact that the several blocks south of La Jolla on College have been removed from the route. She was forced to return home and take her car after seeing the Jupiter turn away from the original route several blocks from where she waited. This change in the route necessitates a 3 1/2 block increase in the distance necessary to catch the Orbit. This will, undoubtedly, curtail our use of the system.

The original route which continued south on College to the US 60 takes in a much larger catchment area in our neighborhood for only a few blocks more distance traveled by the shuttle and at the end of College there is a perfect turnaround area for the shuttle.

My family encourages consideration of reinstating these few blocks on the route to better serve this area and our family.

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- 219) I live at 2618 South Shannon (between Broadway and Alameda, and between Country Club and Price. The Jupiter only goes to McClintock High, so I need to walk a mile to get to its route. If that route could be extended farther east (toward Price) I would ride it to work in Downtown Tempe.
- 220) I am a long time resident in the College Ave. neighborhood. I was against the buses when they first came out and now after riding them I think they are wonderful. Hopefully, you will keep it up. I also think it would be good to have the buses run later on Friday and Saturday nights to keep more people off the roads in this neighborhood.
- 221) It is great. Keep it.
- 222) Here's an idea. I enjoy going to mill at night for the fun. If you could keep those buses going till 1 AM or later, it would cut down on drunk driving greatly and you could even make extra money on the routes after ten. I would gladly pay a couple of dollars for the trip home and save on cab fare

and not have to worry about finding a sober driver. I know that there might be some complications, but it would generate money and hopefully prevent accidents. I would think a lot of people would also use this service as I have told the idea to quite a few people and they seemed to agree with it. I do enjoy the service how it is though, so thank you.

- 223) We waited about 30 minutes for the Jupiter bus both going out & coming home. It is a great system, but it would be nice if it ran more often.
- 224) It's wonderful as some of us get older & cannot walk as far as before. It also allows us to walk to a further destination & not have to also walk all the way back!
- 225) We will now be taking the Orbit to Sweet Tomatoes every Friday night & hope to get friends from other neighborhoods to ride along. We usually get on & off at Encanto & College near our home in the Daley Park Neighborhood.
- 226) There is no time schedule. I understand that they run every 15 minutes, however a few times I have waited over 25 minutes for a route to pick me up.
- 227) I greatly appreciate the service and convenience, seeing as how it saves me both time and money. If I were to consider any improvements to the orbit transit system in the future I will be sure to comment accordingly
- 228) Jupiter's quickly becoming a friendly place. I'm getting the distinct impression that it will help bring the community together as we get to recognize people on the route and / or stand around with neighbors waiting for the bus.

Tonight, however, Jupiter was late. I waited a full 20 min. 2 Jupiters went by in the other direction during that time.

In the "If the Orbit did not exist," field it would be helpful if we could check all that apply. for example, tonight I probably would have driven AND walked, walked, or rode my bike. Other times I might just not make the trip.

Is there any way to get a schedule? I know that the drivers do have a schedule. Eventually I'll figure out the times it goes by my street for the trips I make most often. In the meantime it's a drag to just miss it or to wait 10-15 minutes. For example, knowing that Jupiter Forward should be at the corner of Southern & College at :00, :15, :30, and :45 and thus near me a minute or so later would help me (and others like me) make the best use of my time.

Thanks,

- 229) I liked that it came every 15 min. I liked that it runs right next to my apt complex. I also liked that it was free.
- 230) Friendly and helpful drivers. Short wait times between buses. Wheelchair accessible.
- 231) First time my wife has taken public transportation in years, and she was happy with it!
- 232) Having tried Orbit twice I have to say that it's a great way to get around the central part of Tempe. I have yet to try to make connections and taking my bike, end up using the Scottsdale green belt though:) There is one improvement I would like to suggest. If it is at all possible it would be so much easier if the Jupiter Orbit could make a stop, in both directions, in the Bashas parking lot. It is, quite frequently, my destination, and while getting there, from the south, is easy; getting home is not! I actually ended up walking the whole way home yesterday. True it didn't kill me, but with a bad hip and carrying some groceries, it wasn't a pleasant trip:) I understand that as the shopping center is on private land that it may not be possible to make this change, but it would be wonderful if it happened. Thank you both for Orbit and for making comments available.
- 233) What I like about the Orbit is that it exists. I think it's a wonderful idea. These comments are dedicated to making it better. In order to do that I need to relate some experiences that can point to

improvements.

One morning, last week, I needed to get in very early to ASU and left my house on Palmcroft (right next to McKemy Middle School) at 6:30 and walked to College and stationed myself north of the school zone. For fully 1/2 hour there was no bus in either direction. At last there was a bus and when I inquired as to whether or not in the early morning it was less frequent I was met with a surly response. OK, not a big deal but it's a legitimate question and I did give myself a large margin for error of time but, still, I thought they were every 15 minutes or so. Coming home in the afternoon, I buzzed to get off north of Broadmor, the bus driver claimed I wasn't soon enough and so she wouldn't stop and continued on south of McKemy. It's not a terrible walk back but I felt she could have been more helpful. Now I feel the need to buzz far north of my street in order to be left off even reasonably close. Something should be made clear to we riders about what is appropriate for buzzing.

Today the busdriver who picked up across from Student Services this afternoon on Jupiter back hardly let us get on the bus before a took off at a speed that through the standing riders (who were moving toward seats) off-balance. Luckily everyone was of decent balance so no one got hurt. Then at each stop he moved quickly and braked quickly, again throwing the riders around on the bus. When I buzzed to get off again he stopped rather short. Luckily this time I was more prepared.

I hope these incidents alert you to things you should do to make the service more friendly and attractive. I, for one, am committed to using it as much as possible (or riding my bike) but I think some people will be put off by these small inconveniences and stop using it.

Thanks for providing the service and I hope you can educate your drivers to make the whole experience better.

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- 235) It should operate until midnight for a safe ride home from the library after late night studying.
- 236) Its so convenient and makes it so much easier to get from ASU to my house.
- 237) I called three times and no one at the city could confirm the route even looking at the map. It doesn't go to the end of college as originally promised. I do not want my kids walking over a mile from home to use the bus. So we will continue to drive our car. We are really dissapointed you changed the route. Please put the end of College back at Ped. bridge or drive down E. Santa Cruz. Thank you
- 238) JUPITER I like everything! Today was my first day. I got on at College & Alameda to go to work at ASU. Will definitely take it home today. Plan to use it Monday-Friday for work instead of route 72. Probably use it for Tempe Public library on weekends. Thank you all - great job! Have ridden Mercury and Venus in the past to do errands from ASU. Great!
- 239) JUPITER I like everything! Today was my first day. I got on at College & Alameda to go to work at ASU. Will definitely take it home today. Plan to use it Monday-Friday for work instead of route 72. Probably use it for Tempe Public library on weekends. Thank you all - great job! Have ridden Mercury and Venus in the past to do errands from ASU. Great!
- 240) Thank you for the Orbit! I hope to make this my regular form of getting to work. I like the regularity and convenience of it, and of course, the fact that it is free. The best thing is that it goes on particular routes to frequently used places.
- 241) I live on Laguna Drive and am very disturbed that my corner of my house has become a bus stop. People congregating in front of my house to wait for the van. I am not a bus stop and there wasn't one there when I bought the house and don't appreciate having strangers loitering in front of my house. Its also the official drop off. There is a school nearby and I am sure parents wouldn't feel comfortable having their kids walk home from school with strangers standing on the corner waiting for the van to pick them up. I thought they were suppose to keep walking until the van drove by and not sit and loiter in front of people's homes. Very unhappy about this situation.
- 242) I think the Orbit should run later. A later route would give people going to the Mill Ave. District a safe way to get home. The new DUI laws make later routes a good option.
- 243) I have lived in Tempe for 20 years and this is the best thing that has ever happened in Tempe. I absolutely love your new Orbit service.
Thanks for the foresight to provide a great service for Tempe residents!!
- 244) I think the Orbit is a great ride. My sons ages 9 and 13 have enjoyed the independence and safety and option the bus provides. We had one negative experience with a bus driver (female) that would not stop in a designated area. I was traveling with a 2 year old and had to walk 1/2 a mile and continue to wait for the next bus.
- 245) I like that it's convenient, small, local, (and that the drivers are friendly). I also like that my 12 year-old son likes the idea of convenient mass transit, and wants to use it to go see his friends (and v.v.)--and now he can safely cross those big streets alone (he isn't allowed to do so on foot or bike without us with him) simply because he's on the bus. He can also take the bus to the library and back whether or not I'm with him. It's very empowering.

Thank you.

- 246) I am unable to catch the Orbit Jupiter to get to work in the mornings. I leave my home at 6:30 AM and walk up College to ASU; the trip takes about 20 minutes. Almost every morning, I see two Jupiter Backs (in the opposite direction) right on schedule, but only one Jupiter Forward runs in that time if I am lucky. About 50% of the time, no Jupiter Forward runs along my path at all. Why is the Jupiter Forward so unreliable when the Jupiter Back runs on schedule?

- 247) I am unable to catch the Orbit Jupiter to get to work in the mornings. I leave my home at 6:30 AM and walk up College to ASU; the trip takes about 20 minutes. Almost every morning, I see two Jupiter Backs (in the opposite direction) right on schedule, but only one Jupiter Forward runs in that time if I am lucky. About 50% of the time, no Jupiter Forward runs along my path at all. Why is the Jupiter Forward so unreliable when the Jupiter Back runs on schedule?
- 248) Very convenient. I wish there were also shuttles that went to south tempe and that the service ran later than 10pm
- 249) I think the Orbit system is great. The drivers are nice, it is convenient, the busses are cute. But, I have a suggestion. I think the system would be improved by adding signs to the *back* of the busses that tell which Orbit it is. That way, people know whether to run or not, and if they've just missed their Orbit or a different one they didn't want anyway.
- 250) My comment is very specific. I was walking on College between 5:30 and 5:45 P.M. on Wednesday, February 27. I usually walk home from Tempe High. I occasionally have used the shuttle if I have a meeting or am late. I was running much later than normal and decided to ride the shuttle home. I kept walking until I saw a shuttle approaching and stopped at the first driveway on the north end of McKemy school. I did not know that schools are a no-stop zone. I was maybe 5 feet onto the school property. I waved twice and I am sure the driver saw me. She simply pointed forward and drove on. I kept walking, not understanding why she would have simply passed me by. Another shuttle eventually approached as I continued walking down College and neared Southern. I waved and the driver stopped. When I questioned him he explained the no-stop at a school and I appreciated the explanation. However, the first driver could very easily have stopped 5 feet in front of me and I would have walked back to be picked up. She could have explained the no-stop zone to me. It was 2 1/2 hours after school had been dismissed. I was not in the middle of the school zone. I was 5 feet into it!!!!
- 251) The Orbit is cool. It is frequent enough and quick enough to allow me to choose not to use my car. My family and I use it now 3-4 times a week. Our kids love to ride it with us, and in fact the Orbit has increased the amount of money we spend on Mill Ave. I would love a connection that goes to Tempe Marketplace that does NOT have to travel through North Tempe. It seems that the route (Earth) was devised to keep Tempe Marketplace and Mill Ave shopping separated (because it would take 45 min to travel from College/Univ on this route), while this may seem somewhat smart, in the end connecting places is a better choice.
- 252) Apparently I would have to change from Jupiter forward to another bus to get to Tempe Market place. I use the bus to go to the library and to ASU basketball games. Neat.
- 253) Thank you so much for the Jupiter Orbit route along College Ave! It makes my commute to work so much easier! I really appreciate being able to get to ASU using public transportation. It will definitely be a godsend come summertime when it is too hot to ride my bike and I am usually forced to drive to campus. I will be using it for years to come! Thanks Tempe!
- Sincerely,
Jamie Lukos
Permanent Tempe Resident
- 254) I love it. This is the best thing Tempe has done in years. I don't need a car. I can go out to downtown Tempe for dinner, drinks and fun and never have to worry about parking or driving impaired.

What a great way to emphasize the pedestrian friendly neighborhood we live in.

- 255) It would be nice if the buses came more frequently.
- 256) I just wanted to comment how great this service has been for our family. We are a one vehicle family and my husband and I work opposite shifts. Meaning that when one is at work the other generally can't go anywhere. My children and I were able to go to the library yesterday and then followed it up with lunch on McClintock and Southern. We normally wouldn't have been able to frequent a local business or check out the books. I just really appreciate the route and hope it stays

by my home. I'm at the cross streets of Stanley PL & Spence and we love Jupiter!!! Thank you so much!

- 257) I love that I can take Orbit Jupiter to and from ASU and also to the public library. Picking it up inside campus is very convenient and especially with the hot weather coming up, I won't have to trek very far to pick it up. Please do not get rid of this route. Riding the Orbit Jupiter has made my life so much easier as I don't have a car.
- 258) I love the Orbit Jupiter route! It travels right past my home on College Ave and I just LOVE the fact that the Jupiter Orbit means I will not have to drive to ASU when I become a student again in the fall!

I cannot sing the praises of the Orbit highly enough! And I look forward to riding other Orbit routes around Tempe. Seriously, this is an amazing service and I would love to see it here permanently (if it isn't already).

City of Tempe--well done!

- 259) The Jupiter route is EXTREMELY VALUABLE to me and others - please don't stop it! I work in Maricopa and our "carpool" van parks at the Tempe Library. I have to walk to the van in the morning because we leave at 6:00 am, but I can ride the Jupiter "forward" bus home, which makes it so much more convenient for me! I haven't been in good health lately and it's so much easier on me to at least be able to ride on the way home instead of walk!

There are rumors that this route may be stopped. PLEASE DON'T STOP EITHER THE JUPITER BUS OR ROUTE!!!

Thank you!

- 260) They do not run every ten minutes like they are advertised to do. I just waited 25 minutes for a bus on College and it still hadn't come by the time I decided to leave (I was out there from 8:50am-9:15am). I am missing a class right now because of orbit's false advertising. This is a regular occurrence.
- 261) The Orbit gives me transportation to ASU, where I go to school and also work. It is nice to just hope on the bus in the morning, it kind of reminds me of when I was a kid. I like that it goes all over Tempe because I do not have a car and walking over a mile out here can be deadly in the summer. I wish that the Orbit ran later than 10PM. I like that it runs everyday, but it would be better if it ran until 2 or 3AM. Then people could just take the bus home after drinking rather than risk a DUI. I think that the Orbit is a very positive step forward with public transportation in the valley. Please expand all the way out to a Pluto route! Also it would be nice if there were additional signs on the outside of the bus rather than just the front. Perhaps one that went around the bus or even a graphic showing the planetary body. Great job with the system!
- 262) I am so excited for the new Jupiter line!! I think most of my apartment complex is very thankful and supportive of the Jupiter line as well. I try to do whatever I can to conserve car trips and be environmentally friendly, and the Orbit does that for the bus-full of people I see everytime I get on. I'm only finding more and more ways that the Orbit connects me with the places I need to go! The Jupiter line helps me get home after dark, as well, when I sometimes find myself stranded at school feeling unsafe riding home on my bike. The Orbit bus is there for me some of the times that I need it most.
- 263) I love the orbit bus, it is so great for me to get to campus, i dont have to worry about parking tickets and expensive parking passes. Please keep the jupiter orbit around because i would not be able to go to school with out it
- 264) Your drivers need to learn the route
I brought someone with me who had not ridden the Orbit system.
We waited at Gammage parkway for 20 minutes, because we watched the bus miss the turn to Gammage and ignoring the two stops, at Gammage parkway.

We were at the stop at 8:42 pm, 3/25/2008 and saw the bus continue down Mill Avenue passing Gammage on the southwest.

Not such a good show for a persons introductory ride.

- 265) As a home owner off of College and Southern, I thought the Orbit would be an excellent alternative choice of transportation (save gas, save \$ on parking). However, my experience riding the Orbit has been poor. Many of the drivers seem to have little care for safety while they are on the road. They drive faster than they should, stop short, and I have only encountered a few that are friendly.

As an ASU employee I need to update and renew my parking for the coming academic year. An irony that I should receive notice of my parking renewal on the same day I received the worst of the Orbit service that I have experienced so far. The first driver drove fast and scary, then I got off at Broadmor to pick up my child. When my child and I came back to College to wait for a Jupiter Back we were passed by (at a fast speed) a full Orbit. There we stood.

Others I work with have narrated the same sorts of experiences as well as my husband who also is a student and works at ASU.

My suggestion is to have more customer service training, talk more about safety, do more supervisor monitoring ride alongs, and lastly increase the amount of Orbits that run during peak commute times.

The level of service now would suggest that only those that can't drive would choose to use it. If you want people of all economic backgrounds to use this service (to reduce emissions etc...) then it needs to improve. I won't use the Orbit service for back and forth to work again. It is too spotty in terms of how often it actually shows up (gone 30 minutes without an Orbit and then will arrive at a stop with the same Orbit right behind us why does that happen?).

It is a great idea, but really needs more work.

- 266) Hi i have a question about the orbit a while back we received a notice on our door about the expansion of the orbit down our street. I live on alameda in between rural and dorsey. I was wondering if you could help me out in telling me if this is going to happen because there is 4 of us that live there and we would really like this to take us to ASU for our classes right now they are just out of our way.

Thanks Brian

- 267) I have been very happy with the ORBIT service until recently. My only complaint is with the JUPITER FORWARD. In the last week and a half, I have had to wait as long as 27 minutes for a JUPITER FORWARD to arrive in the mornings before 9:00A.M. Usually 2 and sometimes up to 4 JUPITOR BACK's will come by before the arrival of the FORWARD. Twice now I have had to get a ride from one of my friends to ASU for classes so I would not be late. Why is this? Why is it taking longer and longer? I am not the only one on this route who has this problem. As I said, in general, I love the ORBIT and will use it where possible. I just hope I can continue to take it in the morning. Thank you for your interest.
- 268) I had been taking the 81 before Orbit/Jupiter was available. Jupiter is a great addition to the "regular" Valley Metro bus route. The 15-minute intervals are extremely convenient. Personally, I don't like Jupiter's Lemon-Terrace-Spence detour, but I've noticed that quite a few people get on/off the bus in this area, so it's OK. Orbit bus routes are free, what else could one ask for especially in times of high gas prices.
- 269) I love it most of the time. Sometimes the schedule is still erratic where I find myself waiting up to 25 minutes and then two buses come close together...once both came at the same time but that was in the beginning.

I live right off College, near Alameda. I work at ASU and, although I do have a parking decal, I

used to ride my bike often. Now I ride the Jupiter almost every day and occasionally drive if I need to really bring things into work that I don't want to carry as I walk to the corner.

So...hopefully a more consistent schedule will allow me to shorten the amount of time I end up standing on the street. It's gotten quite a bit better though.

- 270) I think the Jupiter Orbit is extremely convenient when I have to get to meetings downtown. The fact that they come every 15 minutes can sometimes be a bit long if one is running late, but with planning, it usually works out very well. Plus, there is no stress with trying to find a parking place downtown (good luck with that, nowadays!) The drivers are very friendly, the vehicles are pretty comfortable, (I've not tried it in the summertime so can't comment on the air conditioning), and the stops are convenient.

I also use it on my days off when I need to head downtown. Again, what with the parking issues and gas prices, it is definitely the way to travel. Best thing: it's free! You just hop on and hop off and all that's required at the end of the trip is a "thank you" to your driver...can't beat that!

- 271) The Jupiter drives right down my street. I was worried about it at first, but so glad that it is available now! I have spent more time down on Mill Ave in months due to the Orbit than I have in years. The parking situation is terrible down there and now I do not have to fight it! I am glad to be able to go to Restaurant Mexico more often now!

- 272) This is a wonderful option for those of us who live and work in Tempe. It not only addresses the driving issue, but also the parking issue. My only wish would be that it ran even later at night - particularly on the weekends.

- 273) My family and I have had the opportunity to catch the orbit to downtown Tempe. Once we are in downtown Tempe we enjoy a lovely evening eating dinner at one of the many restaurants and it had taken us to my son's baseball game at Gonzo near Tempe Town Lake.

Once we catch the orbit it is easy, convenient, and fun. My only complaint is that the Jupiter forward is inconsistent in the evening. If we don't catch it by 5 - 5:15 pm you are out of luck. Several times we have had to wait more than 30 minutes to catch the Jupiter forward. We typically catch the orbit on La Jolla and Rural.

The drivers are friendly and I am glad that exercise their right to ask unruly passengers to be respectful of the people around.

- 274) I love that there is another bus that will go through ASU Gammage besides Flash, and that it runs on the weekend. Orbit is usually more expedient --the buses move along at a better clip. The early morning of Orbit-Back is not always punctual, however. And that gets frustrating, since there is not another bus that will take me to Gammage at that hour.

Most of the drivers are great --occasionally there's one who will be rude, but overall they are pretty courteous.

In general I'm so glad that Tempe is offering this service to us. It makes my life a lot easier. Thank you!

- 275) 7/18/08 - The Jupiter route is a great idea in theory but I see the Jupiter doomed to failure if it is not dependable & it does not run on schedule. Today was yet another day that I found it running off schedule. Shuttle #1451 @ the library, about 7am, was a problem today. Either the Jupiter was running nearly 7 minutes late or 7 minutes early. I could not even run to catch it since it drove by so fast. I could not wait to see if it was late or early. Other experience such as this showed it was running early and I've waited up to 25 minutes more and then late for work. I ended up driving my car so I would not be late for work again. A 7-10 minute differential on a 15 minute route is unacceptable.

I use the Jupiter quite often but I will be back to driving if it continues to be undependable.

- 276) The Orbit is very convenient because I am able to walk out of my apartment and catch the bus. It is also very safe for me since I know that the Orbit bus will pick me up.
- 277) Some of the buses already are sounding very loud rattle wise. They should get a tightness check in addition to vital fluids service. In particular bus No. 1434 apparently has something loose in the undercarriage because on even the slightest "hump" a thump is felt through the floor.
- 278) I think the orbit Jupiter needs to extend south just a little bit in the neighborhood with Hollis Park. instead of turning at Oak and Laguna, it should go all the way to Oak and Hermosa in order to service more of the neighborhood, similar to the way the Mars extends all the way through an adjacent neighborhood to turn onto Hermosa near rotary park.
- 279) I travel clockwise (forward) on the Jupiter bus from Laguna Drive to downtown (city hall), since I work at US Airways. I take the same route backwards down College Ave at night. I very much appreciate the service, and travel at least 3 times a week to commute to work. On the other days I either bike or use my car (if I have off site mtgs).
2 comments:
1. The 2 speed bumps at the Library are taken very gently by some drivers, or are a bone-jarring experience with other drivers.
 2. I feel the extra loop around the city library is a total waste of time. The bus should just stop at the bus stop on southbound Rural and move on. While I realize that a few people get on the bus at the library, those folks could certainly walk the short distance to the bus stop at Rural.
- 280) I like the old Jupiter schedule better than the new one scheduled to take effect April 28. I take Jupiter to ASU for classes. Now the bus is scheduled to arrive at Gammage at 32 past the hour, which cuts it too close to the start of classes, which is 40 past the hour. Now I will have to leave 15 minutes earlier in order to be sure to get to class on time. Please consider changing it back, as I have to leave work in order to take classes, and I don't want to miss any more work than I already have to.
- 281) It is very convenient! I can get on just down the street from my house with my 2 young girls and take it to the Library, Park, Shopping. My 3 year old thinks it is fun to ride the bus and it is her preferred method to getting to the Library. I wished that Jupiter was expanded to the Tempe Market or even places south of the Library. Please continue to provide this service & expanded it. Especially with gas prices going up, this service is a great alternative the driving a car!!!!
- 282) Can I get off and on Mars at McClintock & Southern, NW corner, so I can shop at McDonalds and Staples?

ORBIT MARS

- 1) A bit far to walk and then to walk back with groceries.
- 2) Too far to walk. Need to come down River for people who live east of River.
- 3) Drivers need to slow down - very jerky - an elderly person would have trouble staying upright - too fast over speed bumps. Need to enter the neighborhood further to the East between Malibu and Manhattan.
- 4) Buses do not have very long waits. I end up waiting 20 minutes.
- 5) I like its reliability. The EB Southern Ave route 61 is overloaded and unpredictable between 7am and 7:30am. We've walked many times because the bus didn't arrive on schedule. Thank you for the Orbit.

- 6) Mars does run frequently. Looking forward to using it more.
- 7) Driver did not see me waving and did not stop. I am visually challenged and do not drive in rain, overcast or dark. Had to postpone errand until Monday.
- 8) Love it! However I do wish it was convenient to Fry's or any store. Shopping for food still a problem for me.
- 9) First attempt at being "Green"
- 10) It would be nice if it would go as far North as Broadway, or even to Tempe Market Place. I like the smallness, comfortable feeling. A more relaxed ride overall.
- 11) Orbit rocks! Brilliant! Will take some time to catch on but it will become a standard feature of our community.
- 12) It's free, convenient.
- 13) In Nov-Dec 2007 service stops not finalized esp. with bus stop locations, drivers make own choices.
- 14) It's wonderful and friendly drivers.
- 15) I do really appreciate who ever initiated this transportation. Its help for kids who don't have the transportation mean to go to a good public school.
- 16) It is so very convenient when one does not own a car.
- 17) Very poor bad.
- 18) About three weeks ago there was a coupon in the Tempe Republic supplement to receive a free one day bus pass. I filled out the coupon and mailed in. No response.
- 19) It's the perfect route from school to my house. It's nice that it's free and comes so often too! I've only had problems with waiting for a bus to come once.
- 20) I like that its free. The bus needs a radio. I don't like that it has to wait at time point when there is no one there. It makes me late to school.
- 21) I think this is a great option for seniors, disabled, or those with out a vehicle. For a working person, it is inefficient transportation. I see it go by my house empty all day. I am not sure my neighborhood can sustain this.
- 22) Like: Connecting routes, clean, polite drivers, the price Don't like: rather rough ride, round about routes
- 23) This is a great alternative to the use of my car on short trips. The bus is not economical as it would cost me 2.50 for a 2 mile round trip
- 24) Thank you for this service. However, as a senior it's painful on the knees with the steep steps. Otherwise, absolutely no complaints.
- 25) I love it. Now I have an option for getting to my bus to go to work.
- 26) I like the every 15 minutes schedule
- 27) Allows me freedom of mobility, especially since no Valley Metro service is available along price, meaning I would need to ride 3 VM buses to get from home to library
- 28) More stops and routes
- 29) Driver on bus 1439 obviously bored - loud radio "music?" station.
- 30) Wish it went near a Fry's store or Safeway. I can use Basha's on McClintock. I do use Sunflower. Thank you - I'm 85 and I love it!
- 31) Very prompt and courteous
- 32) There is nothing wrong with the Orbit route or Service.

- 33) I can take my son to his doctor and don't have to worry about how I'll get there.
- 34) I have not had difficulties and explore the different routes. Most bus drivers are courteous and provide information.
- 35) It was fine but 30 minutes in neighborhood. No destination such as medical buildings, shopping mall.
- 36) I think the Orbit should go into the neighborhood off of Country Club Way. It's a 1/2 mile from CC to Siesta - carrying bags this summer its going to be very hot.
- 37) It was great! What a wonderful free service to offer Tempe residents. My children and I enjoyed it so much. Our driver was outgoing and friendly and made our experience very pleasnt. We plan to take the Orbit again.
- 38) I would like the bus to stop at Terrace and Southern
- 39) Didn't know Jupiter stopped at same intersection as Mars. Got on wrong bus. Buses should be painted different colors.
- 40) Regularity/timeliness friendly drivers. Convolutd route.
- 41) The Westbound Orbit Mars should stop at Terrace.
- 42) To far to walk. Charge route. Come at least to River - Siesta better. It's an easy re-route.
- 43) Re-routeinto neighborhood. Come down river or siesta. It's a 1/2 mile walk - too far!
- 44) I would have to walk 15 to 20 minutes to get to the nearest bus stop. Now I don't have to. Thank you. It saves me time and money now to do things. It's so convenient. But I wish you guys would have thought of this years ago. But thanks anyway.
- 45) This is a god send! My husband was a prisoner in his own home before this started, unable to walk to the store. He is like a new person now and no longer depressed. This service seems too good to be true! Than you!
- 46) My husband and I share a car. I like having transportation rom Orbit on Tuesday morning to the library compls where I am in a study group. I like that buses come frequently and I can read on the bus.
- 47) Hours and frequency
- 48) It is an addition to flflexibility in accessing shopping.
- 49) I live at Friendship Village with no car so Orbit is great for me.
- 50) The bus will not stop near schools, why? I would like to get on where it's most convenient, and not needing to walk most of the way.
- 51) Drivers are clueless, Mars route makes no sense it goes nowhere, too many turns and zig zags, no one rides it. Poorly planned route.
- 52) Would be good to know times of arrival at certain places.
- 53) I love the route because it is so convient to get to and from school, and much more reliable than the normal bus routes. The drivers are also very friendly.
- 54) Could connect with major routes more directly.
- 55) I like it because it can drop me off at my front door.
- 56) Keep up te good work!
- 57) It's great, need more.
- 58) Everything is Fine
- 59) The routes need to be a little bit spread out.

- 60) Easy to catch. Free.
- 61) I will hope you will transport on McClintock down to Apache.
- 62) We talked on the bus Sunday. There was a senior, myself, and four teenagers. We all agreed we like the new service and one of the teenagers said how long has the shuttle been running. I told him since November. We all agreed how nice it was to have this service. Thank you so much for providing service seven days a week. Thank you!
- 63) Convenient, Free, Saves gas
- 64) Talked with ambassador at Pyle Center stop, wish buses had name on back of each bus. I have to go out in front to see if its Mars or Jupiter in order to ride back home. I'm not lazy, but my feet sometimes hurt.
- 65) The "maps" are a wee bit difficult to comprehend.
- 66) Some of them need to be fixed and need shocks - very bouncy.
- 67) Would be very nice to connect Price to Apache and the red line. Use Orbit 3x a week as we have no car.
- 68) Rotary Park is too far from our house for carrying books or groceries - would like closer pick up. Would also like more clarity on times of stops and locations - maybe that's due to my inexperience.
- 69) no parking problem, helps environment, saves gas cost
- 70) I want Mercury and Mars to connect
- 71) I do think it's a great idea. I wish it covered more areas such as to Baseline. I wish it went down McClintock to Tempe Market Place - a more direct route.
- 72) Its great, the service to the neighborhood is wonderful. For kids and the elderly especially.
- 73) We need a route that covers at least up to 1200 block of Rivera Dr.
- 74) That I have to walk River and Broadway to catch it and let off and walk 2 blocks to Los Feliz. I wish I could pick up around Los Feliz and Sellah Park.
- 75) It is amazingly convenient. Great idea
- 76) I don't see that any are connected. I live in the Mars route, but would like to go to the Escalante Center, but they do not even come close to each other, according to the map.
- 77) Mars started in our neighborhood on Monday. I have seen at least 10 circulator buses in the past three days on Country Club Drive completely empty. Will there be any effort by the city to notify people in this neighborhood about this great service? I know we got the flier about Orbit a few weeks ago, but I am amazed that I am seeing empty buses.

Will you continue to offer this service if ridership does not increase? How cost-effective is it to have these buses running without the ridership? I would hate to see this service "die in the bloom" but is there something that can be done to let people know this is available? How about a blurb by the local media outlets?

I hope this great municipally sponsored service can continue and ridership increases so we can make a difference here in Tempe. Great idea and it looks like a great service that I will be riding in the next week or so.

- 78) I like the whole concept, but the Mars route needs to move more into the neighborhood east of country club way. There is a half mile between country club and the price frontage road. Malibu, pebble beach, lajolla, and manhattan run east from country club to river road. Malibu, LaJolla, and Manhattan run east from country club all the way to siesta. It would be simple to add a loop into the neighborhood.

- 79) The orbit route is very annoying and noisy. It is a waste of gas. It increases the noise at my house and pollution.

The schedule is terrible because it runs all weekend and every 15 minutes as opposed to running at peak travel times.

No one is riding it.

I am very much opposed to the continuation of this route because it is effecting my quality of life due to proximity to my house (front and side)and I don't see it's usefulness in this particular neighborhood.

It makes me want to move from Tempe.

- 80) The route adversely affects homeowners in the neighborhoods due to the routing and scheduling. The route is unsafe. Further, the route is redundant with existing services and is not being used.

The busses are passing one another so that each residential street is impacted by two buses passing one another one in each direction. The route could easily have returned via Price rather than circle and pass by the same residential properties over and over.

Buses have to wait at the light to cross Southern. This is a long light and a dangerous intersection due to the heavy traffic on Southern. Further, two days ago two buses parked parallel to one another on Geneva and the drivers were not in the buses. This effectively blocked the street and is a safety hazard.

The route is also redundant in that there is already city bus service on Southern and Broadway. Finally, no one is using these small buses in this neighborhood. The routing and frequency of the service is not appropriate to the needs of residents.

- 81) I have been told that the Mars will not pick up or drop off in school zones. I need to get to McClintock Hlgh School 2-3 times a day and would like to be able to not walk to the info stop at the east end of Del Rio.

My children also find the Mars easy to get. I was told yesterday that it will not stop in a school zone. Del Rio is not a school zone, the school zone is South of Del Rio on McClintock. The other school zone (these are 35mph 24hour zones with yellow street signs and begin and end signs)is on Southern by TPA and Grace Community Schools and they are to use the bus stops on those streets as stated on your website. I understand not stopping in front of the school during school hours but it is getting dark out early and it is most convenient to get off/on as close to doors and fields as possible before and after school.

I rode the Mars three times yesterday, and my daughter took it home from school. One driver followed the flag & stop rule and the other was not willing to let me off where I needed to be and insisted I walk to and from what is stated on your website as an "info station by schools".

Could you please verify the "flag down" policy. I am also the Booster President at MCClintonck and I rode it to our meeting last night and I got a lot of questions about the Orbit last night. I too would like to see the number of people riding increase and proximity to schools and convenience is most important.

Thank you

- 82) I wonder about the need. The neighbors were asked for input; most said they didn't see the need yet here are the buses in our neighborhood. I have yet to see a passenger on a bus. Perhaps it's too soon? people don't know about it? Wonder if our money might be better spent... After a reasonable trial period, will the statistics on use numbers be made available to the public?

- 83) My family and I took the bus from our neighborhood to the Tempe Library. After we got to the Library the bus driver told us to wait next to the Orbit sign to be picked up. We exited the Library at 5:20 and stood by the sign as previously instructed. At 5:30, an Orbit bus drove through the

parking lot and did not stop in front of the Library where we were told to stand.

We stood outside until another Orbit bus arrived at 6:00pm which had "Not In Service" displayed. The driver told us this bus was not in service until 6:15pm and we would have to wait. There was nothing wrong with the bus, it was just early for its shift and could not leave until a prescheduled time. By then another bus arrived that was "In Service". This driver told us that he was ahead of schedule and could not leave the Library until 6:15pm also.

Now we had two drivers discussing how they were scheduled for the same route and time slot. We finally got a ride back to our neighborhood at 6:30pm after waiting 55 minutes in the rain and hearing a very interesting discussion on bus schedules.

I would like the buses to run on time as intended.

- 84) I would like to see the route altered slightly to incorporate more riders. I feel the route should be extended north on Rural from the library to Broadmore east to Terrace south to Alameda east to Dorsey and south to southern. This will allow families to use the bus to Mount Carmel School, and the school on Dorsey/Alameda (sorry I don't know the name of this school).

Thank you,
James Johnson
heyjj2004@yahoo.com

- 85) I have written before but have not received an answer. I live at 1649 N. Oleander Street, Tempe, AZ. Which Orbit Bus would I use to get to ASU. I work near Murdock Hall. What Orbit shuttle would I take from my home to get nearest to Murdock Hall at ASU?
- 86) Mars should connect with mercury at Apache to give access to the light rail and mercury should connect to Tempe Marketplace to give Mars riders access to Tempe market place without having to go through downtown. Thanks for the opportunity to comment.
- 87) This is a great service to the citizens of Tempe. It makes public transportation very convenient and affordable for all. I hope the city gives the routes a chance to be successful. It will take some time to build ridership. Please give it a chance for success.
- 88) It's an environmentally sound alternative to reach restaurants, grocery stores & golf course, in the neighborhood.
- 89) Yesterday, about 4:30 pm, one of your Orbit buses on the MARS route (I think the # was 1446 but I couldn't dig for something to write on at the time), pulled out of the bus lane right into my lane on Southern. It was at the Southern/ Rural intersection & we were turning left from Rural on to Southern on a green arrow. I had to slam on my brakes which caused the car behind me to slam on their brakes & we all narrowly missed hitting each other. I think your drivers need to realize that they cannot pull into on-going traffic when that traffic has a green light. We had the right of way. I also am concerned about the people riding the bus had there been a collision. Great idea for the buses but the drivers need to not try to "beat the cars". Especially on a green turn arrow, all the cars have a limited time to go so everyone tries to go quickly.
- 90) Can I get off and on Mars at McClintock & Southern, NW corner, so I can shop at McDonalds and Staples?
- 91) I'm delighted to have the Orbit coming through our neighborhood. Two comments: (1) We live on Alameda, 5 houses west of Price rd. My 3 sons attend Ward and Tempe Prep (Southern/Dorsey). They were excited about the bus and wanted to take it to school from day 1. After the 10-15 min walk to Alameda & Country Club, on many cold or rainy days, we waited at least 20 minutes on several occasions. It is often cold and dark before school, so sending them off by themselves is not wise. (They do take the bus home, which is more convenient as it is warmer, there are more adults around while they're waiting.) I do believe that if the bus came down our street, there would be more kids riding it. There are 14 children on our street alone and many more on neighboring streets who attend Ward, Curry, Connolly, McClintock and Tempe Prep. Please consider re-routing

the bus through Alameda between Price & Country Club. I know the buses go past schools, but if they don't go through neighborhoods with students, they'll remain empty.

(2) In marketing the Orbit, I would suggest that you consider reluctant parents. I am convinced that it's very safe for children, but there are many parents who, because of their ignorance as to the size of the bus itself, don't realize that a child abduction or molestation is fairly unlikely. Furthermore, I argue that if more schoolchildren fill the buses, they will keep one another safer.

- 92) Almost always I see Orbit buses running empty, so maybe its just adding additional vehicles on the road instead of reducing traffic.

For me, I'd like to see it tie in directly from my neighborhood to the rail line as soon as that becomes operational. Then I could use Orbit and the rail to go quickly to downtown Tempe and ASU venues (assuming that local buses are available there) for arts, entertainment and sports, as well as to the Phoenix airport, and to downtown Phoenix arts/sports venues.

The whole public transportation system needs to be operated as a seamless holistic system if its to be worth its salt to me. Good connections and ticket transfers are needed (if Orbit remains free to use, the ticketing part is not a concern with the Orbit interaction, though maybe a modest ticket price is likely needed in the future?).

- 93) I wish that the Orbit bus near McClintock would schedule it's route 5 minutes later so that it is more coordinated with school release. We get out at 2:09, and the Orbit passes at 2:09, which is impossible to catch, if it were 5 minutes later, then I would not be late to work every day and other students would not have to wait 15 minutes for a bus that they all just barely missed.
- 94) The busses should run later on the weekend.
Less frequent, later runs would be very beneficial for people going to events at ASU or downtown Tempe on the weekends.
This would greatly reduce parking issues in Downtown, and lower the temptation for people to drive home after a few drinks at dinner.
- 95) The Orbit is great, but on Del Rio where the McClintock High school is, there is only one bus stop on the way to McClintock and it's all the way back by Los Feliz. In order for me to catch the Jupiter bus I have to travel all the way back down to Southern and cross the street instead of just getting off near the corner of Del Rio and McClintock. Shouldn't there be a bus stop right before the corner across from the bus stop on the other side heading the opposite direction? I see parents dropping their kids off on that street everyday, so why shouldn't I be able to get off the bus in that vicinity as well? Just a thought, thank you.
- 96) No one is using the bus service at Evergreen and Geneva Dr. The bus has created traffic where there was none before. It is very noisy and runs too often. Further, this neighborhood doesn't need the service. You can walk from here to the bus on Southern. Please change the route to another street. It is a waste of gas. Why are you going to wait a year to reevaluate this route? (I was told that when I called.) This is not the neighborhood around ASU where a route makes more sense. There is no reason for the bus to go down Geneva. I venture to say that no one gets on the bus on this street. I can hear the bus turning the corner from inside my house with the windows closed. How is this going to be in the summer? I have to look for the bus when I leave my driveway. This is ridiculous.

Tax payer money is being misspent on this. The gas and maintenance for empty vehicles is terrible. Why didn't you provide more buses for the handicapped or seniors. They need more Dial a Ride services. Sorry I voted for this. I had no idea that this was what the result would be.

Poor decisions that have a negative impact on the quality of life in Tempe.

97) These comments refers to both Mars & Jupiter:

1. When I waited at an a bus stop marked with the Orbit sign on Southern Ave, just West of McClintock, I watched the Jupiter bus turn right from southbound McClintock to the left most lane on Southern, without even checking the bus stop where I was standing waving, with my handicap assistance animal.

2. I caught the Mars bus and exited at Terrace. I thought, no problem this will work.

3. Next, I noticed that the Jupiter bus going Northbound on Butte; turn right on westbound southern, go immediately to the leftmost lane without checking the Orbit marked bus stop on the right.

4. Next, today, 1/13/2008, at about 11:30, (thinking that I had figured out the system, I wondered why the bus stops are not marked as to which Orbit would stop), I again boarded a Mars bus at McClintock and Rural as in 2 above. This driver refused to let me off at Terrace. When I questioned him as he was changing from the rightmost lane to the middle lane of Southern; he said that that bus stop was not an Orbit stop. I told him that I had been previously permitted to get off there and taking me to the Rural bus stop was making my walk just as long as if I had not bothered with Orbit at all, and that the only reason the I caught the Mars bus was because of my experience described in 1 above. The Mars driver went into a long defensive dissertation about how on two days a week he drove the Jupiter route and always stopped at the stop where the Jupiter driver ignored me as I described in 1 above. Then as I disembarked from his bus he operated the door so that it hit me in the side. I believe that this was his method of demonstrating his displeasure in my daring to question him about what I consider my mistreatment. I got out of the bus, walked home, and immediately typed this report.

5. I do have suggestions, which would better serve our neighborhood:

a) Have the Jupiter bus continue west to the end of Malibu Dr, at Terrace, before turning North,

b) Teach all Drivers to stop at all marked bus stops and make sure that they all know where they all are.

c) Make the bus stop on Southern, just West of Terrace, an Orbit stop (this could be done if the drivers would observe reasonable caution before changing lanes.)

98) I like that it is free to people in the tempe area, but I wish that the mars bus somehow conected to the mercury bus. We live right on the mars route and it would be a great way for my son to go to school and get home but he would have to walk a mile and half to get from the mars bus to the mercury one and go into a wierd little neiborhood that he would get lost in. Even if mars just went up to apache that would be good. Thank you for letting me voice myself and having a great service like this.

99) I used Mars and Jupiter today to ride to the Tempe Bus Center on College Ave. The trip time from door to door including my walk to and from Country Club Way took two hours. I will ride the Orbit again because the drivers were helpful and pleasant and the vehicles were clean and did not contain graffiti, yet!

However, I am retired and have time to kill. If it took me two hours each day to get to and from downtown I would surely drive my car. I don't know how the process can be sped up except by running more vehicles. The drivers did the speed limit and followed the prescribed routes, but I think the length of time to get such a short distance may be a factor the critics of the system will enjoy flaunting.

Orbit is certainly a great start for getting us to give up our single occupant vehicles, so please don't take my comments as my being dissatisfied. I think Orbit will work and will give it a try the next time I need to get to the library.

- 100) I am a home owner in the Bradley Estates (Country Club Way/Southern) area. I do not see the point of this bus service in this area. I have only once seen a single passenger on the bus. The size of the bus and the hours of service have a negative impact on this community. It believe it is pointless to have an empty bus circle a residential area.
- 101) I HATE these buses going by our home! Two buses back and forth every 15 minutes 7 days a week? Whose stupid idea was this? The mayor? The City Council? Let's vote them out of office now! My wife and I have lived in this residential neighborhood for 23 years. We have paid off our house and are planning to retire here and have some PEACE AND QUIET for the last 20 years of our lives. Now we have to see and hear 2 buses going by every 15 minutes 7 days a week! The saddest part of this (for us) is that we are stuck with it, no end in sight. Put up with it for the rest of our lives. If Tempe wants to spend taxpayer money, why on earth do they NOT improve "Dial-A-Ride".....then anyone needing a ride can call and get a ride!! DUH! And how about the cost? The cost of the buses, and maintaining them....the salaries of the drivers....the cost (and waste) of fuel! And how about the pollution factor....spewing out more carbon monoxide into our atmosphere....is that helping or improving our environment? Put these buses back where they belong...out on major streets! Get them out of our residential neighborhoods!
- 102) You sure have some nice drivers. Our driver this morning (Mars #1402 leaving the library at 7:15 am 2/22/08) was one of these--she makes the Orbit feel like part of the community and one of your neighbors is driving. Makes the trip not feel like a commute; gives one a comfortable start to the day.
- 103) These little buses are a complete waste of taxpayer money. I have not even once , over the past 6 weeks seen one single rider on any of them. Everyone in my area I have talked to on this subject feels the same. If the Tempe City Council wants this...they can pay for it themselves out of THEIR pocket...not the taxpayers.

The Tempe City Council needs to re-think these kinds of stupid use of taxpayer money....Maybe they should think about letting us have some of it back so we...the people who elected you...can use it to elect other people with some common sense. They could use some of the money to help out all those small business people who were ruined by the light rail project.....that will soon become the best little train in the state that goes absolutely nowhere...

- 104) I would like to take the Mars bus to Tempe Marketplace from McClintock High School area. It is not convenient to ride to the library, then to downtown Tempe, transferring twice and traveling through North Tempe, which would take 45 min to 1 hour. I believe if this route were altered and the bus went north and south on Price Road, to and from the Marketplace, more people would ride it. I know I would. These buses need direct destinations to serve our needs.
- 105) I would like the Orbit Mars to pass along side Daumler Park. According to the map it takes just one street over, but there are lots of people in the area who'd like to take this bus, and if it passed the park we could wait there with an actual bench and shade, rather than looking like some shady figure just standing around on a residential streetcorner.

Thanks!

- 106) I rode Orbit for the first time the other day. I took my truck to the shop on Broadway just east of the 101. I took Mars home (Southern & McClintock) and back, this is terrific. I am a widow and have no one to give me rides, pick me up from somewhere, etc. The buses are clean, the drivers are polite. Errands that I need to do around Tempe I can save gas and emissions by taking the Orbit and I will. I so enjoy living in Tempe, what with our 'Town Lake', Tim, the light rail going in and now Orbit, I can now say that Tempe has great public transit, I am not sure that any of the other cities in the Valley can say that.

Thanks,
Ms. Timi Rothe
Tempe Resident

107) I am commenting on the Mars route:

I would like to use Orbit (and have used it) to get from Country Club Way (Curry/Connolly Schools) to Bashas, the nearest grocery store. The nearest possible stop, however, when coming from the East, is almost a mile from Bashas (on Del Rio, closer to Los Feliz than to McClintock). Apparently, the drivers are not allowed to let passengers off right before the stop light at Del Rio and McClintock. Drivers will tell the reason for this is that the shuttle will go into the left lane to make a left turn at McClintock, so it cannot stop at the right side curb. I am sure this inconveniences students as well as other passengers. The option of getting off at the next stop near McDonalds (Southern and McClintock) forces passengers to cross by foot a busy intersection and then walk back to Bashas, about half a mile, which makes the trip by shuttle to the Basha shopping center too inconvenient.

Since the whole point of the Orbit system is to encourage people to use the shuttle instead of the car, I hope you will consider my suggestion. I am a retiree and would like to use Orbit, since I have time to wait for the shuttle. Having to walk too far, especially in the summer, however, would force me to use my car.

Suggestion: Let passengers get off closer to the stoplight. If that does not work, negotiate with McClintock High School to allow the Orbit bus to enter the parking lot on Del Rio, closest to the stop light. The bus would curve into the lot and exit it, after picking up passengers.

I am sure many students would profit from this. For me, it means I would use Orbit regularly, since from that stop I can walk to Bashas, the Post Office substation, Subway and the Gold Bar and many other establishments. (The return trip, by the way, is no problem, since one can board the shuttle at McClintock and Del Rio.)

108) I am writing to say that the bus is stopping and idling with the engine running for 5 minutes behind my house. It is very noisy and a waste of gas. Also honking the horn at other buses.

I would appreciate it if the buses would be considerate of the neighborhood.

No one is riding this branch of the bus. It is a waste of money and it has increased traffic on my street.

There is bus service 2 blocks from here on Southern. You could walk to it if you wanted to.

Please discontinue this section of the route. It is not necessary and the schedule is ridiculous.

109) "The Orbit will only stop at designated bus stops where an "Orbit" decal is placed on the blue bus stop signs. This indicates which routes serve a particular stop."

If this is so, why is it stopping behind my house and leaving the motor running?

Why is it not stopping fully at the stop sign?

Why is it running empty most of the time?

Is anyone going to reassess this program in light of the price of gas and the lack of use?

110) nothing...i think its perfect. I have small children that go to ward and are unable to use their busses. I dont own a car so i literally did not know how I'd get them back and forth to school without a cab. This bus literally saves me hundreds of dollars so I thank you for starting this route!

111) I just tried to attend the public meeting on the orbit transportation. I was informed at the meeting it was just for the Jupiter route, I had no idea what route serviced my neighborhood, I was however mailed the brochure for the meeting.

Discussing the issues I have with a few members of the orbit staff there, I learned that the Mars

route is already set and not open for discussion. The issues I have with the Mars route and only the Mars route is that I never see anyone riding the bus/shuttle. My tax dollars are paying for this service and all I see is; increased pollution, more congested traffic, more noise, increased wear and tear of city streets, and a increase in possible hazards for the citizens of my neighborhood.

I was informed at the meeting that the Mars route had 11,000 people on their shuttle for the month of March, in just round numbers I come up with an average of 3.2 people on the bus, that is a very low figure for what I believe is probably a very substantial cost to keep, maintain, train, and pay for the shuttle and it's drivers.

I have lived in my current house for approximately 9 years and I have never received or was informed about the orbit transit service and it's public meetings. Granted if this information was sent out in the summer time I may have not received it since, I'm a wild land fire fighter and am quite busy during the summers.

I believe the transportation commission of Tempe and the Tempe City Council needs to revisit the Mars route and make some adjustments, considering the low average of riders and the close approximation to the city buses a block or two away. The Tax dollars of the Tempe residents could be better utilized in other areas than unnecessary shuttles ruining our city streets and neighborhoods.

I would greatly appreciate a schedule to the transportation commission meetings and agenda's, and a chance to convince the commission and council of the wastefulness of an extreme enterprise.

Randy Caves
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Tempe, Arizona 85282

480-777-7928

Email = randy@westernpilot.com

- 112) it gives an alternative to driving; it helps those less fortunate; it's free - this is great, i hope it will encourage public transportation.

when the light rail comes it ill take me to the station - then i will nt have to take my bike.

somehow, i feel more a part of a community with the Orbit system; maybe this is because it makes me less isolated.

- 113) I liked that it is in my neighborhood and that I didn't have to walk to McClintock or Southern to catch a bus. It has been wonderful to have a mode of transportation other than the car to get to the Tempe library, be able to shop at several grocery stores on the route, and even fast food if I chose to do so and not have to drive. I can get back on the bus and have it drop me off close to my house on its route. I really like having the bus available every 15 minutes during the day; easy to catch and got off of. With gas, the cost that it is, this has been very helpful and would like to see it continue.

ORBIT MERCURY

- 1) It doesn't run down Price Road to Broadway or River/Broadway. It could also go south on Rural or McClintock.
- 2) It is pretty close on time most of the time. Very crowded - especially in evening leaving ASU. Our driver at 6:15 am, Chris Valenzuela is always very courteous and helpful.

- 3) This driver (Chris Valenzuela) is a very nice person. We feel safe with him. Then there is the drivers who talks all the way, and the drivers who always tells the men or boys to give up their seats for us old people. His is also very nice.
- 4) I like Orbit bus route because the always get where I want to go.
- 5) There are certain times of the day - generally mornings (9-11) and afternoons (3-4) - in which the buses are late ro full, either picking up only a few students or none at all. The Orbit is extremely convient yet at these times I am force to be late or
- 6) It's a scary ride with drunks. The many, many drunk homeless people, have the Mercury stinking. I vomit each time I'm on this Escalante Bus.
- 7) On 12-22-07, I used the Orbit bus with my mother and sister in-law. We had the nicest polite drivers (Gary) (Jay). So informative. I am from Las Vegas, NV and I wish we had a system like this.
- 8) Drivers won't stop, or explain why. Even if your on the curb trying to wave them down. Like they are wearing blinders!! White man and woman. They cover their ID badges.
- 9) Life is short! I feel it is not fair to ride or try to catch this route on the driver's time or leisure. I see 2 empty buses going one way and one full one the other. They seem to think of it as a joke, or that nobody tell's them how to drive. How difficult is it to be on time or put your heart into it. People have places to go, like today. Avoiding said or say of detour intentions is not done.
- 10) Thank heaven for it!
- 11) On the 4th of July the Flash should have run until after midnight, but it did not and after seeing the fireworks we were stranded in downtown Tempe without a ride. I had children with me!
- 12) On New Year's Eve the bus is supposed to run until after midnight, but that did not happen, 2006 into 2007! A lot of people were left stranded w/ no ride.
- 13) 35+driver on the bus, breaks and other safety things breaking down, need drivers that know how to drive.
- 14) Everything is great!
- 15) Certain driver (Mercury bus) told people they are not allowed to express their feelings on a public bus - was not nice - other than that - they (buses) are great.
- 16) I like the fact that is free and that you have different routes. However, it's hard to catch a bus to ASU in the mornings and weekdays. (It should have more stops in ASU).
- 17) Just tried it was waiting for regular bus. I already had my bus pass. I'll will plan on using Orbit in the future. I'll try going to Tempe Market Place instead of driving.
- 18) That it don't have the radio.
- 19) 1446 drove recklessly on 4-6-08.
- 20) It is too crowded. Bus driver 1446 acts like someone pissed in his cereal.
- 21) Dirver very polite. Took me to bus terminal and pointed out the correct bus I need to go the rest of the way.
- 22) Bus #1446 Feburary 6, 2008 has a poor attitude. He is also a reckless driver. He never uses his brakes on speed bumps.
- 23) One of the shuttles should go directly from ASU to Tempe Marketplace - way too long of a trip now through N. Tempe and S. Scottsdale.
- 24) Twice when I was trying to return home carrying heavy loads driver Barbara gave me badly needed assistance. She is also and excellent driver.
- 25) I like that this bus goes as far into campus that it can. I usually take the city or University/Lot 59 Bus, but it doesn't get me very close to my class. I also didn't have to wait long.

- 26) Bus 1446 is rude and nasty. 4-6-08
- 27) It is overpack. Tempe needs to order bigger buses. The driver 1446 on Mercury is rude.
- 28) There is never enough seats. The bus driver on 1446 is always mean mugging and mad dogging us like he just swallowed a fresh dookey ball when we get on the bus. We don't even know this guy. We caught the bus and got off on university and evergreen.
- 29) The Mercury should also go to Tempe Marketplace because it stops at McClintock just a few blocks away from Tempe Marketplace
- 30) The college students need a special route (maybe u could call it the Sun) for access to their housing and school then buses would not be so packed.
- 31) On the back side of the bus, could you put, please, a sign which bus it is. Thank you.
- 32) Not sure what is the solution, but it is impossible to find a bus leaving ASU that is not "full" after 5pm till 6pm. Have to take the Metro Rt. 30.
- 33) I'm wondering if the motion is every 15 min. How come sometimes they are late 5 to 10 minutes and sometimes 2-3 buses arrives same time at the bus stop!! R. Ash
- 34) Very nice day.
- 35) Like it being free.
- 36) Waited 45 min, on 1/9/08. Finally flagged the Earth Bus. He said Mercury detoured. No sign, no warning. This is unacceptable. There's lots of different ways to cover the complete route.
- 37) I moved to this area a month ago and quickly discovered the Orbit. It had been a great value to me as I travel to McClintock and Rural for work and school. Also the 7 day schedule and frequency are great.
- 38) At peak hours you might need to (?) several bus circles to get on the bus. Because it is already full when it arrives. You cannot rely to arrive on time at your destination.
- 39) (Circled "don't like") 10-15 minute stop at Escalante Center.
- 40) Please add later service. Please build shade shelters.
- 41) Ben Bennett (the driver) deserves great attention from a manager and a raise or OT. My co-workers and I were in Tempe for our job training. Our hotel van wouldn't pick us up. A bit before 10p we found out an Orbit bus could take us near our hotel.
- 42) This semester when I go home at 9:30pm the Mercury sometimes misses me even when I make a gesture to alert the bus driver I am waiting on Mill Ave. I suggest there should be some light at the bus stop so that driver can easily find out where there is
- 43) I can not use it to get to school in the morning b/c there are so many people and it only runs every 15 minutes, so waiting for the next bus or two isn't really an option. It would be nice if it ran a bit faster - maybe every 10 or 7.5?
- 44) The Orbit w/b buses should stop at Terrace.
- 45) There are no pinned timings posted online at bus stops. It is convenient to cover short distances to places around campus.
- 46) I believe it should not be a service offered to the homeless. They are unclean and inconsiderate. I do like the option to pass the time though via surveys.
- 47) There are too many drunk homeless people that smell bad. People are drinking on the bus. Drivers should enforce no drinking on bus.
- 48) Most of the time I have no problem with the orbit. I live in the apartments that back up to the 8th street stop by the park. The other morning there were about 40 people waiting for the bus. We waited for 40 minutes and a completely empty bus passed us by as well as 2 full buses. One of my

friends had a test at 9:15 so we got to the stop at 8:40. By 9:10 luckily she had found a friend to pick us up. This stop is always overflowing with students around this time and the service says it stops every 15 minutes. I've seen many people turn around and miss class completely because they are going to be late because no empty shuttles are sent for us.

- 49) I don't ride the buss often. But, I believe its a very good concept. It provides a very good service to our people.

I strongly support the Orbit bus system and would like to see it cover all areas of the city.

- 50) I like that there is a free neighborhood bus. I dislike that I am late for work because the bus is too full to allow me to ride. I would suggest more orbits around high traffic times. or larger bus if possible

- 51) Dear Sir/Madam,

i lost my spectacles(eye glasses) in the Mercury Orbit bus, in which i travelled from ASU College Avenue to Lemon Street.. While getting down at Lemon St, i missed the glasses in the bus. Time of Travel: Around 2130 to 2145 hrs on friday-11/16/07

So i kindly request you to look into the matter and please notify me at the following address or mail id or personal contact no, mentioned below, as soon as possible.

Ramachandiran Vaideeswaran,
950 South Terrace Road, Apt # 105,
Tempe, Arizona - 85281.
Personal contact No : 480-388-2709

- 52) I was shown a map of the Orbit route that involves the Lakes Community (Lakeshore and Baseline area). I don't seem to find it on this web site???

Comments: I was told that it would invilve about 128 bus passes per day. with the bus capacity times this number of passes, there seems to be about 3000 seat opportunities per day serving this neighborhood of an estimated 1100 homes. At an estimated average of slightly over 3 persons per home, this is about 3000 to 4000 rider possibilities per day. I do not have an estimate of what percentage of these potential riders would use the system every day, but would it be even 10 to 15 percent? Can we burn that much fuel to support probably empty busses?

Perhaps rush-hour 5-min schedules and then offer "taxi" service at other times might even be less impactive on fuel and the resultling carbon emmissions.

- 53) The drivers are usually very cheerful and helpful. When I need to get on with a toddler. a baby, and a stroller, they or another passenger are quick to help me get aboard. My son loves to ride the bus, and we often take it as a family to walk along Mill Ave. during the weekend.

I do wish that the Mercury route had a stop closer to the Tempe Marketplace. I drive to get there now.

- 54) Some Rules Are set down,by drivers and others don't. They all need to follow rule's.I am Native American, and very proud of my culture. I know you have a problem's with the homeless people and drunk's that are also Native.I do think they are a big nuisance.I am very upset they are allowed on the bus in their condition.To me they just ride the bus around , without a intention to go to a specific location.I know some driver's allow them on, some driver's just drive by.Which I think is good.I work in Scottsdale ,I have been riding the Transit system,To save \$ on gas and also our enviornment.My Problem...Is I live in the neighborhood where most of these drunk's hang out.I have encountered on some occasion's(3 times) I will be waiting at a bus stop and a driver will see I am Native.They will drive by and will have to wait for the next bus that will pick me up. I have on those occasions been late for work. I ,by all means don't look like I am homeless or a drunk ,since I have to dress professionally for my job.I am really offened by this.I can't believe we live in this day and age,that we are discriminated against or stereotyped.I hope somehow this can be resolved with good intention's and a positive resolution.Thanyou

- 55) The service on Orbit is very unfair. Some Orbit drivers act like Orbit is their personal vehicle and they drive off and leave passengers. Some drivers and regular passengers seem to have developed cliques that make new passengers feel uncomfortable. I do not take Orbit.
- 56) We live on the Mercury route and it would be really helpful if there was a more direct route to Tempe Marketplace then having to use two routes to get there. It seems that TM is a major destination point, second to ASU, and is only available with one route
- 57) I would like to ride the Venus from my home on 13th st north to the Bus stop at University and Beck in order to ride to my job daily downtown Phoenix Convention Center. I need to arrive before 0700 hrs, my regular start time.
- 58) WHEN ARE YOU GOING TO PUT ONE AROUND 48TH AND SOUTHERN? IN CONTEMPO TEMPE & THE MEADOWS ARE APROX 1,000 PEOPLE PLUS WORKERS & A SCHOOL. LOT OF US, INCLUDING ME, DO NOT HAVE A CAR,
- 59) Hello,

On January 16, 2008 at 8:45 a.m. I was waiting, along with about 30 other students, at the Creamery Park stop on the Mercury route. When the bus arrived, only one person from the group waiting was allowed on the bus, and there were no additional busses behind that particular bus that were arriving to deal with the rest of the people waiting to board.

I am very appreciative to the City of Tempe for providing this wonderful, free transportation service; however, I am concerned about the effectiveness of the service. The Creamery Park stop is very popular, as it is surrounded by student housing. Additionally, 8:45 a.m. is "rush hour" for students and instructors going to ASU's campus. I am concerned that these factors have not been taken into consideration in planning the Orbit routes.

Thank you,
Jennifer Pendergrass

- 60) I did not travel the Orbit, but I love the concept. It goes right in front of my house (Riviera/Evergreen). I would love if there was a route that went directly to the Tempe Marketplace, and so would my neighbors and friends. Is this an option? Right now, I have never seen anyone on the bus, and I see it all the time! That would be wonderful if we could take it back and forth.
- 61) The Orbit bus service has been very poor lately. The buses have not been coming promptly or on time at all, and when they do come they are ridiculously full. I have stood at the bus stop on 8th Street for 40 several times without getting picked up. There are anywhere from 10 to 35 students standing at the bus stops in the morning and not enough buses to pick us up. I have had to resort to walking or finding a friend to drop me off if I'm lucky. I am sick and tired of waiting so long at the bus stop and nearly missing my classes. This problem seriously needs to be fixed. I do not understand why the buses come so infrequently this semester, when last semester they had the system down quite well. What happened??!!! Anyways, I would really appreciate hearing some feedback, and seeing a quick difference in this service as well. Thank you for listening.
- 62) Hours! I was most interested in this system because it would be a much safer way to get around town at night (vs. cab, bus or hitch hiking).... and give people a better option than drinking and driving. I think orbit would be much more useful for younger (21-35) people who live, work and go to school in the area, at ALL hours of the day and night not just between 6-10. In addition, I initially thought this system was exclusively for seniors citizens, because they are the only one that I see using this system in my neighborhood. Now that I have found out that I can use it, I am disappointed. I am sure this is not the first of many complaints that you will have about this issue, but I do hope that a extension of hours will be considered. Thanks

Sincerely,
Left out and dissatisfied

- 63) I am not commenting on any specific route.

I am complaining that there is no way to make either a compliment or a complaint about a specific driver. Not only is there no way to identify either the driver or the bus by name or number posted inside the bus, but there is no number or web site given for the Tempe orbiters. The numbers and sites given for Valley Metro are as good as throwing it in the trash. Even this site is not supposed to be for general complaints, but only for commenting on the route.

It is quite clear from the obstacles that you put in our way that you do not really want any public comment and certainly no complaints.

If you were really serious about public feed-back you would have an Ombudsman, a person with a real name and phone number and both a mail and e-mail address, some person who you could really talk to and interact with and give you some answers, or at least tell you that he couldn't do anything for you.

What are you so afraid of? Are you so fearful that you will be inundated with comments, suggestions, or even compliments that you make sure no one can even communicate with you?

- 64) I would like to see a schedule for the Mercury Orbit. The website says "No timepoints are needed as the Mercury operates every 10 minutes" but I need timepoints to know when I am going to arrive at my destination. I currently use the Jupiter route and found it helpful to have a schedule. I will be moving in May and I am trying to stay living on a convenient bus route and would like to know in advance how long it will take on Orbit. I have information on the city buses but I prefer the shuttle routes in Tempe, including the ASU USB Shuttle.

Could you please include a schedule with timepoints for the Mercury route on the website?

Thank you.

- 65) I would like to find about how to get a job driving one of the orbit busses
- 66) This bus stop DOES NOT make designated stops at official Bus Stops, but rather right in my driveway... Even though I live on Southern Ave with an "official" bus stop on one other side of my house. Now, I have 2 bus stops on 2 separate sides of my house - the ORBIT one being right in my driveway. This bus stops every 5 - 10 minutes, sometimes just stops and sits right at the driveway. Sometimes, people (i.e. riff-raff, bums, criminals etc) get off the bus, throw trash in my front yard and continue to walk down the street acting strange and cursing. Since the new routes have started, I have noticed MUCH MORE GRAFFITI in the area. I am afraid my home will be the next to get spray painted and vandalized. I already put up with all the riff-raff that use the regular bus, who like to get off that bus and throw trash over the back wall into my backyard, where my dogs get it! Now I have this going on in my front yard as well!!! Most people who ride this bus are complete trash - and I DO NOT want them dropped off in front of my driveway. Why does the bus not use the "official" stop as it should, and it states on the website? Please change the route, eliminate it - or I see a future lawsuit coming up!
- 67) I don't like the fact that service is not available in Tempe south of the 60. Is it coming soon? I figure if my tax dollars are supporting this I ought to be able to use it.
- 68) I live at 412 e colgate dr tempe where do i catch the orbit bus in my neighborhood and which one serves my area
- 69) We found the Orbit Shuttle very convenient and all the drivers very friendly and helpful. Our only suggestion is to have the name of the Shuttle on the back of the bus as well as the front. It's great to know that the City of Tempe is doing something positive to alleviate the traffic and parking congestion. Hopefully the Light Rail will also help this problem.
- 70) We like the Orbit System, but we're confused about conflicting information. Our bus driver picked us up on Lemon St. on our way home. She told us that we were supposed to be at a bus stop to be

picked up, but the map shows that to be a flag route, meaning we could be picked up anywhere. Please tell me if I'm incorrect about this. It occurred on the Mercury route heading west about 6:30pm on Friday Feb. 29.
Thank you.

- 71) When does orbit Saturn start? South of 60 and west of 101.
- 72) I believe it would be a tremendous asset if the Orbit buses ran on a grid plan, north and south, east and west, wherein the public would KNOW that if they stood on any major grid-plan corner they could get to their destination following their ideal grid. This way it isn't that one needs to know all the routes to all the systems, they just know that they could get ANYWHERE in Tempe through the grid. I believe more and more people would use the grid for its tremendous ease of use.
- 73) I would just like to comment that a lot of us that work for ASU, but work down on Rural Rd by the new Sheriton Hotel, are losing our parking space once the hotel opens up. We've been looking at the Orbit routes and can't seem to find one that would stop by the University Services Building (1551 S. Rural Rd.) Is this something that may be looked at in the future? I saw where there is a stop at the Tempe Library and it would be nice to park there and ride up Rural Rd and stop at Spence, which is the street just north of our building, but I don't believe that is on the map. Thank you for your service.
- 74) I love the orbit, i love how it is so very convenient and how clean the buses are, and the way it runs every 15 minutes. I love taking the orbit instead of the regular bus route because of how large are dity and unconcentional they are, i always prefer the orbit. and best of all i love how it's FREE!
- 75) It makes the trip to class easy, but I find that the orbit is not on schedule. I find it difficult to catch a bus. It's unpredictable and unreliable. Waiting for it can make me late to class often. That's not good... I wish it were more reliable.
- 76) Don't like it being free. You should charge 25 cents to ride to keep people nothing better to do than ride.
- 77) I like all the nice, polite drivers.
- 78) I like all the buses drivers. And I have no dislikes to anyone. That's the way God raised us.
- 79) Yesterday, I was waiting at Mill and University from 9:40pm to 10:00pm. No bus! Is there service really 15 MIN? Too bad!
- 80) Is this service really 15 minutes after 7:00 'o clock or 8'o clock.
- 81) Orbit Bus 1434 10-27-07. Saturday 12:50pm to 1:25pm. 4 weeks in a row drivers one-handed; too fast; jerks passengers out of seats; 95% of time on cell phones
- 82) When there is a detour down Lemon and no Orbits run, they need to put up signs so people don't stand and wait!!
- 83) I would like to see it cover more areas of Tempe, like a route from University & Price to Baseline & Price.
- 84) It's always FULL at Lemon and Rural in the mornings. Longer wait times in weekend and after 9:00'o clock. 8:00 clock.
- 85) I never get the bus in the mornings & after 7:00'o clock in 15 min. Too BAD!
- 86) Is this service REALLY 15 minutes? I have ALWAYS waited longer than that! THANK YOU
- 87) My son Brandon was attacked by an older child at Escalante for the second time in 2 wks for no reason. Your driver George immediately took action and helped my son while other adults did nothing. Thanks to him my son was okay and I was able to press
- 88) I like it goes to Broadway south so I can go to food place to eat.

- 89) Too dark at night, can't see the bus and the bus can't see me! Needs night lights.
- 90) Very dark at night. Can't see lights on bus. Because of dark paint. Need big lights on bus.
- 91) It doesn't go to my cross-streets. I wish it would.
- 92) I have NEVER got the ORBIT Mercury when I badly needed. My average wait time has been more than 15 minutes. "FLASH" was VERY GOOD.
- 93) Post drivers name on bus.
- 94) I can never be certain on any given day that my neighborhood (between Dorsey and Rural) will even be served. I have waited hours for a not full bus to come by in the past and the route is currently detoured needlessly.
- 95) I live near/at Tempe/Mesa line. The Orbit could come about 2/3 blocks more as in a block route. Evergreen to Dartmouth to May to University back to Tempe. This would students in Apts here in and along with (unreadable) as me.
- 96) It's a good service.
- 97) They never run on time. They are either late or too early.
- 98) This service is an excellent solution to the trasproation problem @ ASU. Perhaps a park and ride that isn't owned by ASU might further encourage bus travel. Buy a parking lot in the Vic.
- 99) Convenient
- 100) convenient
- 101) Everything is find.
- 102) I like that its hours are later than the Flash. I wish it ran more often than about every half hour on Sundays and Saturdays. Why do those running the relief buses during peak hours wait for a call for help? Just sitting around doing nothing, just running extra runs of the route if it's a peak hour, it's a peak. That says it all. On 4th of July, buses are supposed to run until midnight but they don't leaving people stranded. I wish the neighborhood bus ran to Tempe library.
- 103) Excellent. Charles (1422) is a great driver. Thank you!
- 104) It would be great if the bus goes straight to Evergreen before stopping at the Civic Center.
- 105) Nothing! It's great.
- 106) Not enough buses during the school hour - always full. Very convenient and friendly drivers.
- 107) I don't like waiting over 20 minutes for the bus and then having 2 fly by me (empty/in service). Is there any way to establish a time schedule like the city bus? It's very unpredictable.
- 108) Some drivers do not understand the terms courtesy bus or flag stop. They only use the designated stops.
- 109) It was a lot better when it was flash because then it would come every 15 minutes. This Orbit doesn't come right away. You wait up to 30 minutes or so for each bus.
- 110) I wish I didn't have to transfer to Venus to get to the parking lot @ 5th and Farmer.
- 111) I don't like the fact that the buses are very crowded and often full. It is hard to plan and schedule when you don't know how many buses you will have to wait for.
- 112) You have a female who usually drives the Mercury. #1458. She is extremley rude. She always drives fast on speed bumps which makes it very uncomfortable.
- 113) Orbit route seldom on time which is very frustrating! I experienced no Orbit bus for almost 40 min. then two buses came together.
- 114) I would like to see the Orbit run later on ASU game days.

- 115) What I like are some of the drivers. What I don't like is how packed the buses get and the rude drivers, and the drivers that are allowed to ride the bus that fight cases (?)
- 116) Convenient
- 117) I don't like the fact that buses are very crowded and often full. It's hard to plan a schedule when you don't know how many buses you will have to wait for.
- 118) I like that Orbit comes very often like every 10 minutes. We love the Orbit!!
- 119) You claim every 15 minutes, but it is more like every 20-25 minutes
- 120) What I like is that they are respectful. But what I don't like is that soemtimes there is no one in the bus and they say we can't get on the bus. Many people have to go walking because they don't want them to get on.
- 121) I like how frequent it is and how cushiony the seats are. I don't like how some drivers squish as many people on as possible.
- 122) On the map, it looks as though the Mercury goes down Price to Apache back to Price. It doesn't. Some drivers avoid driving to Evergreen. If they do they are to prejudiced to pick anyone of color up. :(!!
- 123) The Venus Bus did not pick me up at Priest and University and driver said he was dropping off only.
- 124) It was much better when the route did not stop on College and wait, but went straight west on University directly to the corner of Mill.
- 125) + (plus) good frequency; - (minus) no proper schedule, - (minus) buses very jerky (compared to the bigger Valley Metro ones)
- 126) Love em. Please consider taking the bus to the zoo.
- 127) Transience ver offensive attitude, drinking and sleeping in back of bus, smell, excessive baggage, riding bus back and forth
- 128) Panhandling at bus routes, rude to people waiting for bus. Camping and sleeping at bus stops and across the street.
- 129) Don't like grumpy drivers.
- 130) Decent route but driver hit branches at Lemon and River, which startled me. Something should be done about this. Also, please remind drivers to notice their passengers more than their cell phones!!!
- 131) It would be nice if the Orbit as out as late as the evening ASU courses; the last end about 9:45pm during the fall and spring semesters.
- 132) It took longer to get to Linden since having to change to Venus. The Flash was better (faster) re: the route it took West of College.
- 133) Sometimes I wish the bus would come more frequently.
- 134) Wish the routes would have started up earlier. They are a graet improvement.
- 135) Great service, especially with the new buses now. Would help is bus timings were more consistent.
- 136) I like that the bus comes out farther.
- 137) Don't like west and east side routes. It would be more convenient like the neighborhood flash, one route to Mill and Priest and back.
- 138) That buses is late at the stops.
- 139) It's new!
- 140) Learning new routes and stops takes a day or two, but works out fine.

- 141) Very convenient for all my nearby needs. Toshia (5114) is very pleasant and informative.
- 142) The driver Toshia #5114 was very nice driver. Very polite. She is a cool driver.
- 143) I like that the bus is clean and nice smelling. Seats are comfortable.
- 144) The only thing I dislike in the service is the unprofessional character of many of the drivers (i.e. stopping the bus to get the autograph of a street musician, stopping the bus to run into someone's apartment, stopping the bus to flirt, speaking oddly of sexual conquests, etc.)
- 145) Jess the driver was very courteous and informative. He was also a very safe driver and stopped promptly for everyone. Good job.
- 146) I like that it goes down to university and evergreen. It makes getting to and from downtown Tempe enjoyable. It being nice is a major factor. Bus drivers friendly and courteous. I also like the times.
- 147) Need more stores in route. The drivers can't hear the stop requested signal.
- 148) I'm glad to see that the Orbit is running more frequently especially in the summer.
- 149) I don't like to transfer. Too many drunks, every time I ride there is always problems with passengers.
- 150) I like everything about the Orbit.
- 151) Homeless drunks are always at bus stop borrowing \$. As many as 6-8 some mornings. Older men drivers never talk or stop when you wave them down. Grey hair and baseball cap.
- 152) Little confusing, bus seems the (?).
- 153) I now like it's hours of operation.

ORBIT VENUS

- 1) I would like the Orbit bus to go up to Elliot St. maybe even to Walmart. It would be helpful for job situation. It a long walk from the library, but still helpful.
- 2) I love the Orbit. It picks me up and takes me right to work at Chase. The fact that it's free and frequent is the best part. The route makes sense too. The loop is a good idea.
- 3) It is wonderful!
- 4) Needs to come closer together. 10 min apart, not 15 min (unsure) Mill and Broadway?
- 5) Venus is supposed to run every 15 minutes, but actually runs every 30 minutes.
- 6) More shuttles say every 10 minutes.
- 7) I like that it drops us off near our house. I also like that it runs every 15 minutes.
- 8) Free, convenient; don't have to wait long; friendly drivers but they do take corners kinda fast.
- 9) Too many drivers do not adhere to schedule. Way too many rude drivers!!!
- 10) I would like to tell the Orbit guys is a really nice transportation. Thanks for that.
- 11) I don't like that the Orbit only drops students off at north side of campus. All of my classes are at the south end. And I don't want to take the Flash + Orbit. Shuttles to other campuses are located on Forest Ave.
- 12) Convenient, free, friendly.
- 13) Friendly, courteous driver. Remembers my stop! Always says "hello."
- 14) Initially the service was quite good, but in the past month I've noticed that I frequently wait half-an-hour or more. Service is advertized to be every 15 minutes. Ironically, somehow, many of the

drivers drive too fast. They are, however, friendly and helpful. But, the waiting is quickly becoming unacceptable.

- 15) Unfortunately, I was unable to reach my destination today because drivers did not know how to get me there via Orbits.
- 16) There are not enough buses for the amount of people that use the Venus route. Sometimes you have to wait 20-30 min to catch a bus rather than 15min. Because there are only 2 buses running on the route.
- 17) There are not enough buses for the amount of people that take the Venus route. Also the intervals of time in which the buses run is not very reliable.
- 18) I love that some drivers are so wonderfully warm and helpful. I don't like how often I have to wait for an Orbit shuttle and see two or sometimes three drive by me going the opposite direction quite often. Shouldn't they be better separated?
- 19) Everyday, 4-7pm at College Ave., Venus is late. 3 Earth, 2 Jupiter, 3 Mercury, 1 Venus!
- 20) The service is absolutely unreliable; it's a lottery win if the bus ever comes on time. In the past two weeks, I haven't had one occasion when the bus has come as scheduled. I've waited more than 30 min each time. If this is the service offering, this is the expectation that you should set.
- 21) I waited at the bus stop at University and College for 50 minutes for a service that offers pickup every 15 minutes. This is very disappointing. I endure this obscene wait at least once a week. (I also called the phone line to inquire about the bus and was hung up on by the woman I was speaking to.
- 22) I'm visiting here. I think it's awesome.
- 23) Drivers are very pleasant and customer service friendly.
- 24) At 11:50 AM Sat. Feb 16 on the Venus FWD, the driver was talking on his cell phone while driving all the way from downtown Tempe till I got off at Broadway. If this is not illegal for normal drivers, it is certainly unsafe on public transportation.
- 25) The Venus route needs more shuttles!
- 26) Venus drivers seem to speed - Jupiter does not. Does our neighborhood have to try to stop buses (like College Ave. neighborhood) to get the drivers to remember they are in someone's neighborhood, not a main street?
- 27) The timing of the Orbit seems to be off.
- 28) I don't like the Orbit timing because it comes late. I have to wait for half an hour sometimes. Also, drivers (some) are very careless because they drive fast and it's very inconvenient. If I was pregnant I will never get in Orbit.
- 29) We like the service, but would like it to run 24 hr.
- 30) I like the convenience and accessibility. It takes me to Mill, to shop, don't have to drive or deal with filling my gas tank up every week.
- 31) I would like a route a little closer - such as Mill and Southern to Priest - Arizona Mills. Otherwise it's very convenient for non-drivers.
- 32) Driver named Michael on bus #1427 drives Venus route 6-9pm 1/17/08 helped me find my stop on way in, but snapped at me for asking for (unsure) to stop on way out (while flirting w/ female on bus terribly). Contact me @ ajwurr@gmail.com w/ ?'s
- 33) While the service is an excellent addition, consider a published schedule even approximate.
- 34) I like the route; it is convenient. My main concern is that drivers who are late/running late sometimes drive fast through the neighborhoods hitting speed bumps and turning corners uncomfortably for riders and not respecting the neighborhood.
- 35) Cannot find info on all Orbit routes. Called 350-2739. No luck.

- 1) Drivers are ver nice! Routes are good too. 2) Can you please send info/routes to the Marketplace i.e. updated flyers etc.
- 36) Love the Orbit system! A long time coming! Drivers (Robert) most helpfull!
- 37) 1-Like free service and new routes however 2-Dislike service being free due to the number of punks, drunks and those who don't shower getting on. Maybe if you charged a small fee or made residents get a card it would cut down on this. Route signs on back of bus necessary for places like College Ave so people don't have to run to front of bus to see which route each bus is.
- 38) I am very pleased to be able to ride. I am a senior. Saves money and gas for my car. Less traffic, less polution, very convenient.
- 39) I Love the Orbit. I catch it a block away from my house and it drops me off downtown on the corner where my employment is. One day, I was running a little late and the driver, who recoginizes me because I ride the same route every morning, saw me walking down my street, stopped and waited for me - talk about excellent customer service.! I was very impressed.
- 40) Thank you for providing this outstanding service!
- 41) When the Venus started running i was happily taking it several times per week. It used to come every 15 mins like clockwork. in the past four weeks, i attempted to ride it several times....probably about 12 times. Almost every single time I was able to walk along the entire route from 15th and Roosevelt all the way to my destination at Mill and 10th and never did the bus approach. this is a 20 minute walk and assuming that i had just missed the bus at 15/Roos, it still should have passed me at some point. I'm doubtful that i "just missed it" each time. i find that it is often a 30 minute and not a 15 minute gap b/t buses and this is unacceptable. this is true regardless of the time of day or evening. Please try and get more buses to run this route more frequently. thanks!
- 42) It seems as if your drivers don't always know the route that they are supposed to be taking. Although it is a free service, there are people that count on Orbit for their transportation. If one Orbit is missed you could be missing your destination by almost half an hour. When we were leaving downtown Tempe off of University (across from the Methodist church) the first Orbit driver missed the stop entirely. He was in the far left lane and I even tried to hail him down. We were at the bus stop waiting. On another occasion, the driver missed the turn on Beck and had to take a different street to get to 13th street. Someone could have been waiting for the bus during that lapsed period.

On another note, your driver Patrick was completely helpful and kind. He has a great personality and adds some flavor and character to the route. Yeah for Patrick!

- 43) I take the Orbit from my home on 18th Street and Roosevelt to downtown Tempe on Fridays to meet freinds for supper. At about 6:30 P.M.I TRY to catch the Orbit Venus forward at a MARKED STOP in front of City Hall to return home. As the bus crosses Mill avenue going east on 5th Street I start waving to let the driver know that I want the bus to stop. This is a MARKED STOP and I don't think that I should have to wave to this, or any other bus as it is a "MARKED STOP." It is always the same driver who doesn't seem to be paying attention, and starts to go by the stop without even slowing down. I have to wave both hands and consider myself lucky if he happens to stop. It has passed me by before without even stopping. Tonight I waved both hands and had to yell at him in order to get the bus to stop. It finally stopped about 40 feet or so beyond the MARKED STOP. The driver didn't even offer so much as an "I'm sorry."

In times past I was on crutches. Tonight I was not, but I walk with a noticable limp because of problems with my legs. For the most part I am quite pleased with the service provided by Orbit, but this driver is something else. I believe the bus number is 1458, and as I stated above it was about 6:30 P.M. today (Friday 11/23/07). Perhaps talking with this person would be a good thing to do!! How about a response?

- 44) I love that the Orbit is free and it stops close to my house. I really like that it runs frequently so that if I miss it I don't have to wait long for the next one. I don't have a car so the orbit makes my life much easier.
- 45) I do like the convenience of the bus and no cost. I get on at 5th and Hardy and need to get work at the Computing Commons Bldg. which is close to College and Apache side of the university. But, in order to get close enough I have to get off by the Fulton Center which is a 15 minute walk or I could get off at Mill and catch one that brings me a bit closer, but I would have to do a bus change so I figure I might as well walk the 15 minutes rather than wait for another bus. Minor inconveniences although I am very happy that there is a bus, it does save a lot on parking at ASU.

Also, please put the name (ie. venus-back) of the bus on back of the bus and on the side. It is very irritating to have to run to the front of the bus to see if it is my bus especially when it is very far away and there are 4 busses lined up.

- 46) I was a regular rider of the Neighborhood Flash, but now I tend to use my Valley Metro buspass to travel from ASU to my home near Beck and University. I am an enthusiastic supporter of all that Tempe has done involving mass transit over the last decade or so.

I have now caught the Venus 4 times (over a couple of months) on College Avenue. My comment (complaint?) is that all four times I have waited there for well over 15 minutes (at least 25 minutes) for a Venus (Counterclockwise) to arrive. All 4 times there have been multiple Earths sitting there as well as Mercury arrivals and departures and in the last case (4 Earths, 2 of which left to Tempe Marketplace, one of which I think went back to depot, 3 Mercurys and 2 Venus (clockwise)'s going the other way arrived and left before the 1st Venus showed up and quickly left)

Are there fewer of these than other buses? It would have been quicker to have walked or taken the Venus in the other direction. I also notice when I walk between Beck and Hardy or Roosevelt along 5th, I am often passed by Orbits going eastbound, but nearly never a westbound bus.

With this caveat, I give enthusiastic support for what you are doing in Tempe.

Even if with this consistent problem

- 47) It's free! It exposes you to a cross-section of people you wouldn't meet in the car. I can walk one way, ride the other if I like.
Love it!
- 48) I don't like the routes, b/c they are not very fast and take a long time to get from one place to another.
- 49) I love the Orbit buses!!! Venus goes right past my house and takes me straight to school (ASU). Don't change them!
- 50) like

Is the Orbit-Venus running after midnight on New Year's Eve?

- 51) The Venus Orbit would be much more convenient for me (and likely many people living in the neighborhoods south of University Dr., north of Broadway) if the route to the College Avenue connections were straight up Mill to east on 5th Street. This would serve downtown destinations much better yet get people to the bus connections on College probably just as fast. As it is, it's really not at all convenient to take the Venus to downtown, city hall or Jaycee Park from where I live. I look forward to hearing your feedback about this idea. Also, I'm happy to answer any questions about it.
- 52) I love it! It cuts down on the amount of drivers on the road, keeps money in my pocket (as a college student I need that), and most importantly helps reduce pollution on the environment.

Thank you,
Kelli S.

- 53) Since spring semester started the Venus Forward is VERY crowded in the morning, particularly between 8:20-9:30am. This week in particular, I got on the Venus Forward at 8:30am on both Tuesday and Thursday, and the bus filled to the point that the driver had to deny picking up a group of people at the Boys and Girls Club on 5th St. because all seats were filled and 7 people were standing. It would be wonderful if more Venus Forward buses could run during this rush hour time.
- 54) I have used this service in the past and it is good. My comment (request) is this. PLEASE inform or remind your drivers that the speed limit on Lindon Lane (the westmost leg of your Venus route) is 25 MPH. Lindon is a residential street. I am one of the residents who lives on it. Frequently including this morning your buses are passing my house doing at least 35mph. I need them to slow down and obey the residential speed limit.
Thank you for your time.
- 55) I'd like it if the Venus could circle down in front of the education buildings where the Jupiter bus goes. I take the bus at night after class and I have to stand on the dark street in front of subway at 10th and mill to take the bus back home.
- 56) I am commenting specifically on the Venus Back route, bus #1431, at 8:50 on Tuesday morning, January 29th. I got on the bus and for the first 6 minutes of my ride, my bus driver was watching a movie on a portable dvd player, while the bus was in motion. Besides the fact that watching a movie while driving a city bus is very dangerous, the movie had a lot of foul language, and even though there were not children on the bus that morning, there often are children riding that particular bus with their mothers.
- 57) The Orbit is super-convenient for me for two reasons: it provides me a way to get to ASU in a much faster and more comfortable way than taking the route 92 bus (which comes by far less often). I'll still bike when the weather is nice, but for rainy or swelteringly hot days, the Orbit is a pleasure.

The second use allows me to get to Boulders on Broadway or downtown Tempe to meet and drink with my friends, while giving me safe transportation home. I'm able to spend my money on downtown commerce, instead of sitting at home, and it keeps me, and those far less responsible, off the road.

Its an incredible service. My only complaint is that on occasion I'll see the two buses on the Venus route pass within minutes of each other the few occasions I am on my bike. It could explain why I've waited longer than 15 minutes before.

If the coordination can be perfected, then this service would be perfect. Thanks so much!

- 58) I am reporting an incident involving your Venus bus.

I was biking west on 5th street on Tuesday, 2/26 at about 1:45 pm. I was in the bike lane and going at a slow to moderate speed.

As I was moving thru one of the traffic-calming sections, your Orbit driver came up to pass me, and from a few feet behind me, honked at me 2-3 times. I was completely within the bike lane, so there was no apparent reason for the honks.

In fact, her honks startled me so much that I lost my balance and had to correct myself to avoid falling. She then continued to rapidly pass me, regardless of the close proximity of that section of the street, and sped on. I only had time for a quick glance to see that the driver appeared to be a female, nor did I have time to catch up to get the bus number.

Your drivers should be instructed to NEVER pass a bike in those sections of the street, much less ever honk at a bicyclist. While there is enough room for a vehicle and bike to traverse the section at the same time, it is rare that drivers are skilled enough to do so without crossing over the white

line. This especially includes your drivers, as I ride that street twice daily and see them violate this traffic law all the time.

While I was able to regain my balance and continue my bike trip after this incident, I am very upset that your driver was so careless and driving so fast. Had I not been able to recover from losing my balance due to the honks, I could easily have ended up under your bus's wheels.

Please address my complaint with that driver and inform me of the corrective action your agency will take in this matter.

Thank you in advance, I await your response at Susan@azmom.com.

Susan Lee
Tempe resident

- 59) You should make a bus that goes straight down Hayden to get to the Tempe Marketplace
- 60) I think that Orbit should follow the same rules as other Tempe buses regarding unaccompanied minors under the age of seven, where they should not be allowed to ride without an adult present. While I have nothing against kids riding the bus, I do have something against having to ride with a bunch of second graders who go to school up the street and use the Orbit to get home as opposed to the school bus. These kids do not have any adult supervision, and are a nuisance to others passengers who ride the bus. They also trash the properties of the homeowner's lawns that they wait on, such as mine and my neighbors. Please make firm rules when it comes to unaccompanied minors and ensure that all drivers enforce them. Thanks!
- 61) There are not enough buses on the Venus route. Many of the other buses from other routes are always sitting in the Tempe station, while the Venus bus is always busy. More buses should be added to the Venus route!
- 62) More shuttles, say every 10 minutes.
- 63) Great service. Thanks.
- 64) Every 15 minutes is a perfect route timing. Drivers are very courteous and friendly. 7 days a week is a blessing for family church-going and family park activities. Tempe needs more neighborhood transport like this for its working people and tax-base
- 65) Great idea. Should take cars out of downtown.
- 66) Service isn't up to quality. I've been passed by the bus twice already after I flagged the driver. Service isn't reliable to come on time (especially on Venus forward) and our driver is rude (compared to the other ones)
- 67) Should put the route name on the BACK of the bus! Also need more buses on the Venus route. They do not always come every 15-20 minutes. Also, don't leave buses idling with the A/C on! It's a terrible waste!
- 68) Please fix the buses so they run on time.
- 69) The stop on Priest just prior to turning right on University has been removed and has caused some inconvenience for me getting to and from multi-gen center with my kids, so I just have to use my wheelchair.
- 70) I like the convenience and the fact I can get to local areas not served by large buses.
- 71) To get routed to go to St. Lukes Hospital. I go once a week. Need medications.
- 72) Sometimes Venus forward come every half hour and after the drivers take their break (on college and university) it sometimes becomes a 45 minute wait.
- 73) I love having the bus, if it wasn't here I would fail school and lose my job.
- 74) Every 15 min. Nice bus driver.

- 75) It is free and every 15 min. On time.
- 76) I really like that you can board the Orbit in a neighborhood and take it to places where parking is 25 cents for 10 minutes. So nice.
- 77) Your drivers are deeply appreciated. They are courteous, friendly, and helpful. Some of them are also hungry, so I try to bring them Arby's food! They deserve it, and always appreciate the gesture. Keep up the good work.
- 78) We need an Orbit route to the Phx Zoo and Botanical Gardens!
- 79) Takes 20 minutes to get from ASU to my house when on the normal bus it takes 5 minutes.
- 80) We need an Orbit Route to the Phoenix Zoo/Botanical Gardens (Even though it's Phoenix). The zoo is so close but it takes 3 buses to get there from my neighborhood.
- 81) Drivers take break of every direction (both forward and back) they all stand on College Ave. smoking and talking while the passengers have to sit on the bus for them to finish the rest of the route. The old route was better when it was Neighborhood Flash.
- Takes over 30 minutes to get for home to campus. Used to take less than time when it was Neighborhood Flash.
 - Drivers take breaks before finishing the routes @ college.
 - Not enough Venus buses and wait more than 20 minutes for each one.
 - It should go down forest and college. It's a waste of time because the traffic's always backed up on college at all times of the day.
- 82) Bus is clean and some of the bus driver are very nice.
- not enough stops, - the new route takes longer, - bus drivers take too many breaks
- 83) Buses are very clean. The schedule is somehow good, but some of the drivers are very rude, don't stop on their stops (even when requested w/ time), and you can't make a trip to Mesa like in the past (taking just one bus.)
- 84) Love the service. It has made life so much easier.
- 85) I really love the Orbit. Makes my life easier. Next time you print route maps it should show where the designated stops are on non-flag stop routes.
- 86) Convenience; courteous drivers (usually); A/C; a great community service. Would like the name of the route on the back of the shuttle (this would save having to run in case the one pulling out is the one you want but can't tell (especially at ASU stop).
- 87) It makes it easier for me to get to work and get my kid to school (Holdaman). So we don't have to walk or try to find them a ride! I and my family ride it every day.
- 88) I like the courtesy stops and that it takes me where I need to go.
- 89) I am a single mom of 4 w/ no car. I use this route multiple times a day. Service is always good except one driver whom I've learned his name is Tim. He is EXTREMELY rude and disrespectful. When he sees me and my children, he does not stop. This has occurred 4 times.
- 90) Bus is always late. Sometimes I will wait for up to 30 mins for bus.
- 91) They take very good care of us wheelchair customers. The drivers are so courteous and friendly. Thanks.
- 92) We need more Venus.
- 93) Please add more buses to VENUS. It gets late all the time and there is a long wait.
- 94) We need more Venus forward and backward, they do not come every 15 min. as posted.
- 95) Need more Venus bus!
- 96) If only it ran later - till 11pm and early as 5am. -wk schedule-

- 97) I like the reliable service and courteous drivers. Two drivers in particular are discourteous. That I don't like.
- 98) I've used this service for 4 years and would rate excellent service except for a young woman driver on Venus forward Thurs - Mon mornings who is rude and an unsafe driver. None of us need this behavior.
- 99) Only bad thing is the route has so many speed bumps to cross. But it is ver convenient!
- 100) Don't like lack of safety bar to hold onto after boarding near front door. Like being allowed to wave at bus to stop or be dropped off wherever I need.
- 101) Some drivers are rude, others are absolutely great!! Blonde lady - great. Black man shrot hair grey - great. Lives in AJ.
- 102) Very convenient, very fast, always every 15 min :) Thanks.
- 103) It fun to ride around.
- 104) It doesn't come right away some times I got late for work b-cuz the Orbit bus takes a while to get to Beck Ave. The Flash was a lot better for me, but I have no choice but to use Orbit.
- 105) Doesn't come on time. Comes every 30 min. Flash bus was better came every 15 min.
- 1) Drives too fast, 2) Slams on brakes, quick acceleration, 3) Rude, but also polite at times? Call me at 602-820-4040.
- 106) Bad attitudes from drivers. Chris took off while we were standing in front of a stop...I found it very disrespectful and the bus was empty. 9-21-07 G-RISET #1448.
- 107) The dark blue bus can't be seen from far away at night. Need more lights on its.
- 108) Can't see blue bus at night. Bus can's see me at bus stops.
- 109) Please make an Orbit at Fry's marketplace on Southern and Mill. Could you start the Orbit earlier for people who need to be at work at 5:00am. Thank you.
- 110) I love Orbit route! It makes it easier to take my child to school and pick her up! Thank you and please don't take it away!
- 111) I love the convenience of this new neighborhood service.
- 112) friendly drivers, AC-(cool - cool - cool), steps are easy to step up.
- 113) Friendly drivers and passengers
- 114) Very convenient.
- 115) The drivers are generally very courteous and make it a pleasure to ride.
- 116) If it's consistent (i.e. on time) I'll like it and use it!
- 117) So far everything is fantastic. The van/bus smelled very clean.
- 118) It's a wonderful service and I hope it continues for a long time. I love it.
- 119) Like the frequency of the busses and that they stop everywhere on the route. Terrific mass transit idea!
- 120) GREAT
- 121) Venus does not go up to McAllister - that's where most students like to get off or get in.
- 122) I like everything.
- 123) Nice service, great drivers, nice and clean, better than flash, nice names.
- 124) I'm still figuring it out. So far so good.
- 125) I love that the hours are later.

- 126) Orbit is great service, nice buses too. I "personally" think it to be inconvenient having to transfer buses in downtown Tempe to get to the east side of town.
- 127) Love not having to park downtown!!
- 128) How I was treated by bus driver (like)
- 129) The new orbit is too short of a route.
- 130) How I was treated by the bus driver (liked)

MULTIPLE ORBIT ROUTES

- 1) I like that routes run every 15 minutes.
- 2) Ask drivers about routes claim not to know or point at map time and distance expense important to me neighborhood circulator good idea drivers seem to have no job incentive
- 3) Would like a bus go down Baseline connecting Library down Rural to AZ Mills.
- 4) Everything
- 5) Thank you so much for the Orbit Circulator in my neighborhood. It's real easy for me to use. Can you send me a map. Please to my address that's above. Please and thank you.
- 6) I like the hours 6-10 mon-sun. Every 15 min. Can't wait till you extend the routes.
- 7) Venus is always late! (at College Ave.) 2 earth, 3 mercury, 3 jupiter for 1 venus (back) - every single day!! Unacceptable.
- 8) Wonderful experience; absolutely great. Drivers excellent, helpful, friendly, pleasant
- 9) It would be very convenient if you had a route that ran and intersected all the other lines. For example, So someone who normally takes Jupiter can easily get to Marketplace.
- 10) Drivers are awesome.
- 11) Overcrowding. Non-college students riding the bus. Sometimes the bus can be dirty.
- 12) Need sign on back of bus for which route when parked at Tempe transit center. Also check A/C for condensation that overflows when turning a corner.
- 13) No set time so if I miss the 7:30ish one in the morning I'm late for work. I have to either walk 1 mile or transfer to get from home to work.
- 14) Please do something to differentiate the different bus routes! They all look the same! Paint them different colors - something to make them look unique.
- 15) Great drivers; (?) idea. Again Tempe leads the way for better commuting.
- 16) It's a convenience specially on Sundays when buses are coming each hour.
- 17) Took 1 hr to get from home to downtown. But great to have someone else drive. If time is not a factor, excellent way to get around Tempe.
- 18) It is very good because it's free and people can get where they need to go.
- 19) Would like it to run 24 hrs a day
- 20) The bus drivers are great and very helpful. The Orbit route is great. Me and my young daughter go to the library all the time and the Orbit buses are much more convenient and dependable than the regular buses.
- 21) Orbit service is excellent. It helps to transport a lot of people.

- 22) It is free. The drivers are friendly. It is very convenient for getting around Tempe. Get more (Baseline would be good)
- 23) Excellent service! Would like one on Baseline.
- 24) So far so good
- 25) I like the areas it serves, but it would be better if it crossed more east west bus routes.
- 26) The required time stops during peak hours when buses become too full and passengers are left to wait for next bus.
- 27) Transferring at College station and not being able to decipher the map. Routes not pulling over to designated Orbit stop on Rural.
- 28) Like where you can go how fast you can get there.
- 29) Map is not available (except in selected buses). Map doesn't show direction Q#6 is idiotic: if you don't have legs, you don't walk. 10 times more buses is a must.
- 30) I like the fact that it goes into neighborhoods near bars (safer). If it existed then, maybe I would have been safe. The drivers should NOT let drunk people on the bus.
- 31) It is so much more convenient than the old buses. Easier to use.
- 32) It was really nice, it was my very first time. And plus all the drivers were really nice too.
- 33) I like Orbit (neighborhood circulator). Than I pleased Mrs. MARY, she's the best driver in orbit. She is very nice and friendly with I and another rider. The end I say hello to boss orbit bus and say thank you: Ali Ghasami, 3/11/2007 date
- 34) I don't like that you have to change from Mercury to Venus on College, but I like that it can go to other place.
- 35) It would be great if one could go down Evergreen to Rio Salado to the Tempe Marketplace and Downtown Tempe, ect.
- 36) Some drivers are pretty rude. Drivers just pay more attention to their personal conversations. Have cell phones always while driving.
- 37) Bad attitude to passengers, 2 empty buses go by and 1 full the other way. 15 minutes to wait for another bus to make up for your time, doesn't sound right.
- 38) I love the convenience of every 15 minutes, but sometimes not so much when waiting for the recovery buses to catch up.
- 39) Need more of the same kind of services such as several other routes throughout Tempe. More Coverage to other areas. Keep serving the area. Your changing Tempe 150%.
- 40) I must, have to go to the D/T Tempe, Marketplace, Stadium, ASU Campus, Tempe Town Lake, Multi-Gen Center, Work and School, Etc.
- 41) The bus system is good, but I see bad driver attitude in their dress, to people, buses hiding, their's another bus coming? I'm not on the clock. They don't know their routes or care.
- 42) El servicio esta muy bien me transporta a los lugares de mi vida cotidiana y gratis lo unico es queluego en las tardes lo espero de 30 a 45 min y luego pdsan 203 fentas y yo ya quisrera / egar a casa (From Google Translate): The service is very good to me transported to places of my daily life and free it is queluego in single evening I hope from 30 to 45 min and then spend 203 fentas and I already quisrera / egar home
- 43) The routes are great. Keep up the great planning. Would like to see more routes for the south and southwest area. However, tell some of the drivers need to change their attitude. Don't need to hear their personal problems of the psy. problems.

- 44) Pros: Much needed, keeps people from speeding on my street, puts a safer presence from drunks and tweekers walking around. Cons: Can't think of any. Long time coming! Keeps traffic on residential streets at normal speed and not NCRA speeds. Safer!
- 45) I think it is a great service for the community. Specially in the summer.
- 46) Wonderful addition to current bus system. Very convenient and helpful courteous drivers.
- 47) Need more Venus going west. At college in Afternoon, there will be 5 or 6 Mercury and finally a Venus will show up. Every one will run to catch it! Check it out.
- 48) I enjoy both routes (Mercury and Venus) to and from Escalante Center because that is where I work.
- 49) I have to take one bus then another instead of just the old flash.
- 50) There 2 buses that I have 2 take rather than one bus flash This is really inconvenient.
- 51) Being a senior/disabled I would like a bus that went to a grocery store and drug store. Having to change buses is not very good for me. The climbing on and off several times cause much pain in knees/back.